



Ref. No.: KRMU/Admin./O.O./2022/ 3018

Dated: 22.06.2022

OFFICE ORDER

Subject: Revised Feedback Policy (Guidelines for Feedback Mechanism) from Academic Session 2021-22.

The revised Feedback Policy (Guidelines for Feedback Mechanism) to be implemented from the Academic Session 2021-22 is hereby notified for information (as annexed).

Registrar

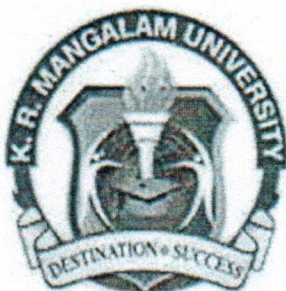
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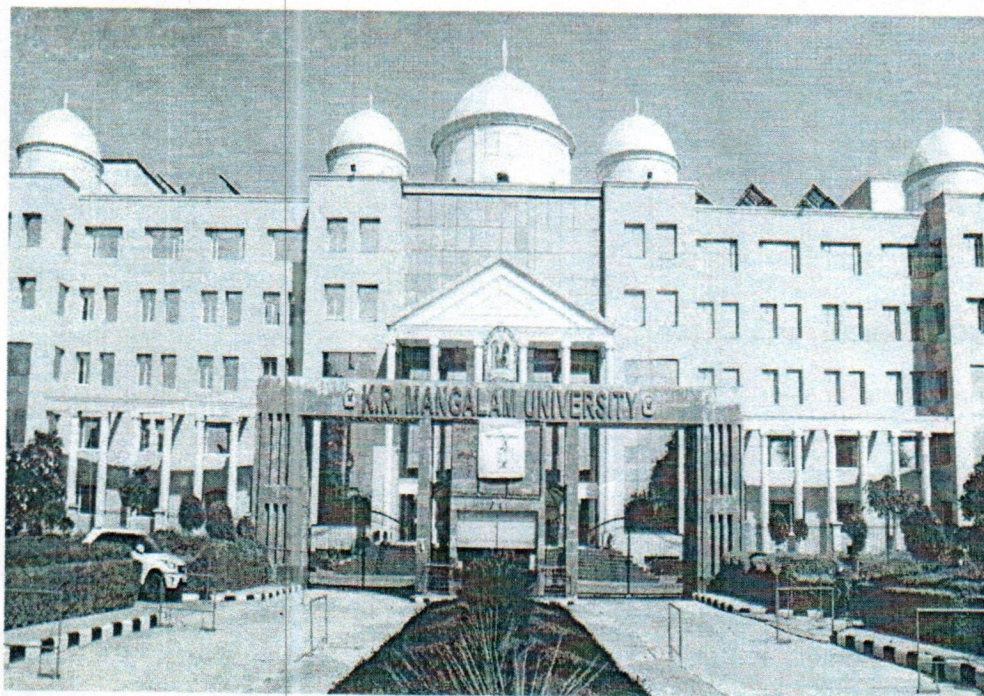
- Vice Chancellor : For kind information
- Pro Vice Chancellor : For kind information
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- Director- IQAC
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K.R. MANGALAM UNIVERSITY

K.R. MANGALAM UNIVERSITY
Feedback Policy
(Guidelines for Feedback Mechanism)




K.R. MANGALAM UNIVERSITY
Sohna Road, Gurugram (Haryana)-122103

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K.R. Mangalam University
Sohna Road, Gurugram (Haryana)

CONTENTS

- 1 INTRODUCTION**
- 2 FEEDBACK MECHANISM**
 - A) Format Preparation**
 - 1) Stakeholders
 - 2) Types of Feedback
 - 2.1 Student Feedback
 - 2.2 Teachers Feedback
 - 2.3 Parent Feedback
 - 2.4 Alumni Feedback
 - 2.5 Employers feedback
 - B) Circulation of Feedback Formats**
 - C) Collection of Data**
 - D) Feedback Analysis and Review**
 - E) Action Taken**
- 3 REVISION OF FEEDBACK FORMS**
- 4 ROLE OF FEEDBACK COMMITTEE**
- 5 Annexures I-V**


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1. INTRODUCTION

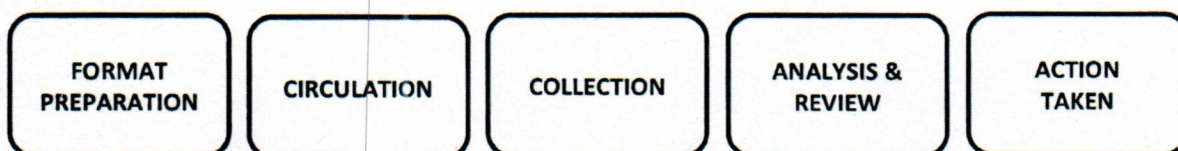
Feedback is a two-way communication process between the organization and all the stake holders. It helps in understanding the strengths, weaknesses, opportunities and challenges faced by the organization. It is a part of continuous evaluation for regular improvisations. Feedback from students, teachers, parents, alumni and employers inculcates a sense of ownership about the organization and makes them feel valued and responsible.

The University in its mission for continuous improvement in all areas has entrusted the Internal Quality Assurance Cell (IQAC) with the responsibility for arranging feedback responses from all stakeholders of the University.

2. FEEDBACK MECHANISM

The University maintains uniformity and standardization in the process of feedback which is applicable for all the academic disciplines.

The central feedback mechanism includes the following steps:



A) Format preparation:

The Feedback Forms are prepared by the Feedback Committee. Once filled it is collected electronically/manually through a central email id feedback@krmangalam.edu.in which is then analyzed by the Feedback Committee. The portal for electronic form generation is <https://krmu.academiaerp.com/>.

1) STAKEHOLDERS

The stakeholders of the University are as follows:

- a) Students
- b) Teachers
- c) Parents
- d) Alumni
- e) Employers


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2) TYPES OF FEEDBACK

2.1 Student Feedback

- a) Feedback about Curriculum**
- b) Feedback about Quality of Teaching**
- c) Feedback about University in General**

2.2 Teacher Feedback

2.3 Parent Feedback

2.4 Alumni Feedback

2.5 Employers Feedback

2.1 Student Feedback


a) Feedback about Curriculum

Students' evaluation of their learning experience in an institution is an integral component for any quality assurance system. This allows the institution to evaluate how its service provision is viewed by its most important group of stakeholders, namely its students. The feedback about curriculum will collect students input on all aspects of curriculum including the course content, learning resources, learning environment, quality of delivery and assessment. It will also enquire about specific topics in the course content which the student feels should be added or deleted as per the professional scenario. This feedback shall be collected by students of every semester/year at the end of semester/year as applicable. The sample format is enclosed as Annexure I (a)

b) Feedback about Quality of Teaching :

This shall involve feedback about quality of teaching of each faculty member teaching a particular subject. The standard format will be circulated from IQAC to the students through the Deans of the faculty to understand about the teaching methods used and the learning environment during class room teaching. This shall be collected under the supervision of the Deans with minimum of once every year. This shall be collected by students of every semester/year about the faculty members teaching in that particular year/semester. The sample format is enclosed as Annexure I (b).

- c) Feedback about University in General:** This will entail feedback about all the infrastructure and facilities in the University. All areas of University dealing with students namely classrooms, library, transportation, hostels, students section, cafeteria, rest rooms, campus life shall be covered


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Sohna Road, Gurugram (Haryana)

in this particular feedback. This shall be collected once a year by all the students irrespective of their semester/year. However, major emphasis would be on the graduating students 5 of final semester/year/interns to understand their overall impression related to the institute during their course of study. The sample format is enclosed as Annexure I(c)

2.2 Teacher Feedback

The feedback specifically targets curriculum design & revision, employability, examination patterns & reforms, teaching methods and overall teaching-learning environment. The purpose of this feedback is to incorporate teachers input on the entire curriculum of the University. The feedback from teachers is collected once every academic year. The sample format is enclosed as Annexure II.

2.3 Parent Feedback

KMU University takes the initiative of organizing Parents-Teachers-Students meet (PTM) regularly to apprise parents and guardians with the academic and professional growth of their ward. Feedback from parents towards institutional delivery of academics including course employability, skill training, practical learning and their overall satisfaction related to the progress of their ward will be collected manually/electronically by the concerned teachers monitored by Deans of faculty. The sample format is enclosed as Annexure III.

2.4 Alumni Feedback

The purpose of this feedback is to obtain the inputs from the alumni on the quality of course/program at the University. This will also help in assessing the extent of attainment of the programme outcomes. It is collected from all participating alumni of the University during annual Alumni meet or through electronic medium. The collected feedback is submitted to the Training and Placement Officer which is to the respective Deans of faculty for analysis and necessary action. The sample format is enclosed as Annexure IV.

2.5 Employers' Feedback

The purpose of this feedback is to obtain the employers input on the quality of the graduands at the University. The student's ability to handle professional situations and knowledge acquired during their learning span within the University is also assessed. The collected feedback about a particular



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programme is submitted to the respective Deans for necessary action. The sample format is enclosed as Annexure V.

B) Circulation of Feedback forms

The feedback forms shall be circulated by the Feedback Committee to the concerned department/ school dealing with the particular stakeholder.

Type of Feedback	Mechanism of circulation
Student Feedback	School Deans to Students
Teacher Feedback	School Deans to Teachers
Parent Feedback	School Deans to Parents
Alumni Feedback	CDC to Alumni
Employer Feedback	CDC to Employers

C) Collection of Data:

The data of the feedback received shall be collected as follows:			
Type of Feedback	Mode of Collection	Responsibility	Time schedule of collection
Student Feedback	Online/Offline	Feedback Committee	End of each Semester of an academic year.
Teachers Feedback	Online/Offline	Feedback Committee	Once in an academic year
Parents Feedback	Online/Offline	Feedback Committee	Once in an academic year
Alumni Feedback	Offline/Online	CDC	During Alumni Meet held annually
Employer Feedback	Online/Offline	CDC	During Placement Drive or Otherwise annually

D) Feedback Analysis and Review

The feedback received will be analyzed as per the mode of collection and results will be reviewed as follows:

Type of Feedback	Responsibility
Student Feedback	School Deans, Feedback Committee
Teacher Feedback	School Deans, Feedback Committee
Parent Feedback	School Deans, Feedback Committee
Alumni Feedback	School Deans, Feedback Committee
Employers Feedback	CDC


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E) Action Taken:

The actions about the collected feedback after analysis shall be taken as under:

Type of Feedback	Action Taken Responsibility
Students Feedback	School Dean
Teachers Feedback	School Dean
Parent Feedback	School Dean
Alumni Feedback	School Dean
Employer Feedback	CDC

The action taken report from each School is to be submitted to Dean Academics within a month of analysis of feedback. All the action taken reports by the feedback committee is sent to Registrar to be presented before the Academic Council and Board of Management of the University.

3) REVISION OF FEEDBACK FORM


The feedback forms are revised periodically, as per need. The revised formats prepared by Feedback Committee and shall be duly approved by Dean Academics and Registrar.

4) ROLE OF FEEDBACK COMMITTEE

The Feedback Committee shall serve the following functions:

- Preparation of feedback Forms for each stakeholder of the University
- Generation of electronic forms on the portal <https://krmu.academiaerp.com/>
- Analysis of feedback responses along with School Deans.
- Presentation of recommendations after analyzing feedback
- Revision of the Feedback forms as required from time to time.
- Implantation of Action Taken Report of Feedback Analysis.


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STUDENT FEEDBACK FORM**End Semester Student Feedback on Curriculum Design, Teaching Learning and Evaluation**

In order to ensure that students have an experiential and holistic learning experience, the Internal Quality Assurance Cell (IQAC) of K R Mangalam University collects feedback from various stakeholders for the purpose of continuous quality improvement in the courses offered in various programmes. While the University implements appropriate quality assurance systems and procedures, it is useful to note that learning is very much a collaborative effort and requires active participation of students and faculty. On completion of courses this semester, it is time to seek your feedback on curriculum design, teaching, learning and evaluation for the courses you have taken. Your feedback is important as it will help us understand your concerns and difficulties, if any, and implement actions for improvement in course design and making your learning experiences more enriching. Your feedback helps KRMU work towards excellence by self-correcting and self-perfecting. Therefore, please do participate in this survey actively and give your valuable response on all the three sections of this feedback form.

Instructions: Please tick your level of agreement with the following statements:

Section I: Teaching, Learning and Evaluation

S. No	Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	The teacher has good knowledge base of the course.					
2	The teacher has good communication skills.					
3	The teacher comes well prepared for the class.					
4	The teacher is regular and punctual in class.					
5	The teacher encourages students to ask questions and is approachable for discussion and advice.					
6	The teacher uses student-centric and innovative methods (such as experiential learning, participative learning and problem solving) for enhancing learning experiences.					
7	The teacher is able to integrate the course with real life experiences and creates interest in the course.					
8	The teacher covered the entire syllabus in time.					


Registrar
K.R. Mangalam University
Sohna Road, Gurugram (Haryana)

9	The teacher's attitude towards the students is friendly & helpful and facilitates the students to overcome their weakness.					
10	The teacher uses ICT- enabled tools including online resources for effective teaching and learning processes.					
11	The teacher uses tests/ assignments / examinations/quiz and projects to evaluate students understanding of the course.					
12	The teacher explained about Programme Objectives and Course Outcomes.					
13	The assessment and evaluation procedure adopted by the teacher is fair, unbiased and transparent.					


Section II: Course Structure, Design and Review

S. No	Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
14	The course was organized in a manner that helped me understand the underlying concepts.					
15	The course content is career -oriented and relevant to my professional development.					
16	The course content was of appropriate difficulty level.					
17	The course content was interesting and exposed me to new knowledge & practices.					
18	The course is capable of supporting students for higher learning.					
19	I enjoyed attending this course and recommend it for future students.					
20	Overall, this course met my expectations for the quality of the programme.					

Section III: Overall Quality of the Course

21	Mention any topic(s) that you suggest to be added, deleted or modified in the course content.
22	Mention any changes that you suggest the teacher to adopt for delivering a better experience to future students.

Thank you for your participation in the survey.


 Registrar
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Annexure-II

TEACHER FEEDBACK FORM

The Internal Quality Assurance Cell (IQAC) of K R Mangalam University collects feedback from various stakeholders for the purpose of further improvement in the academic and administrative system. Therefore, please do participate in this survey actively and give your valuable response on all three sections of this feedback form. Your responses will be kept confidential and used only for the stated purpose.

Name of the Faculty: Designation:
School: Department:
Date of Joining: Employee ID:
Address: Mobile No:
E-mail:

Instructions: Please tick your level of agreement with the following statements:

Section I: Curriculum Design and Development

S. No	Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	The system for design and development of the curriculum based on need and relevance analysis is effective.					
2	The curriculum is contemporary and is periodically updated.					
3	Course Objectives, course content and Instructional Activities align with the Programme Outcomes (POs), Programme Specific Outcomes (PSOs) and Course Outcomes (COs).					
4	The curriculum has a good balance between theory and application and provides experiential/hands-on learning.					
5	The curriculum caters to the needs of diverse learners.					
6	Learning Outcomes are framed to enhance employability/entrepreneurship and skill development.					
7	The curriculum prepares the students for undertaking competitive examinations.					
8	I am given enough freedom to contribute my ideas on curriculum design and					




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Sohna Road, Gurugram (Haryana)

	development.					
9	MOOCs can be adopted as a replacement for the development of new courses/revision of existing courses.					

10	Suggestions for improvement in curriculum design and development.					
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Section II: Teaching-Learning Evaluation and Research

S. No	Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
11	Student-centred learning resources are available in the University.					
12	The Teaching-Learning and Evaluation work is taking place as per schedule.					
13	The teaching aids/ materials in the department are sufficient and up to date.					
14	The teachers are supported with adequate learning resources.					
15	The University Central Library is major source of up-to-date reference material and is managed effectively.					
16	The library is utilized optimally by the faculty/Research Scholars/Students.					
17	The teachers are encouraged to carry out research and publish.					
18	The teachers are encouraged to organize seminars/workshops/symposia/conferences.					
19	The teachers are encouraged to participate in seminars /workshops/symposia/conferences.					
20	The teachers are encouraged to undertake extension service programmes.					
21	The teachers are encouraged to establish linkage and collaboration with other institutions for academic and research work.					
22	The teachers are encouraged to take up consultancy services.					


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 Sohna Road, Gurugram (Haryana)

23	The merit of the teachers is recognized through incentives and awards by the University.					
24	The evaluation and examination system followed by the University is effective.					

25 Suggestions for improvement in Teaching, Learning, Evaluation and Research


Section III: Infrastructure

S. No	Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
26	The classrooms and furniture available are adequate.					
27	The buildings and furniture are well maintained.					
28	The labs are adequately equipped (wherever applicable).					
29	The infrastructure available in the School/Department is optimally used.					
30	The toilets are sufficient for faculty and students.					
31	Parking facilities are available adequately.					
32	Safe drinking water and adequate water resources are available.					
33	Sports and recreation infrastructure is adequate.					

34 Suggestions for improvement in Infrastructure.

Section IV: Student Support and Progression

S. No	Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
35	There is an effective mechanism for counselling and mentoring the students.					
36	Facilitating mechanism for student welfare and redressal of grievances is ensured at the University.					


Registrar
K.R. Mangalam University
Sohna Road, Gurugram (Haryana)

37	Capacity and skill enhancement initiatives for students are regularly undertaken.					
38	The training and placement activities for students are conducted regularly for employment and /or progression to higher studies.					
39	The students are encouraged and provided opportunities to participate in sports and cultural activities organized by the University and by other Institutions/Organisations.					


40 Suggestions for improvement in Student Support and Progression

Section V: Governance

S. No	Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
40	The University Leadership and Management is accessible.					
41	The academic and administrative governance of the university is effective.					
42	The University Leadership provides teachers with the freedom to express their opinions and contribute through participatory management.					
43	The University is providing adequate opportunities and welfare measures for staff.					
44	The IQAC is contributing significantly to ensure quality initiatives and processes are institutionalized periodically.					

45 Suggestions for improvement of Governance.

Thank you for your participation in the survey.


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Annexure-III

PARENT FEEDBACK FORM

In order to ensure that students have an experiential and holistic learning experience, the Internal Quality Assurance Cell (IQAC) of K R Mangalam University collects feedback from various stakeholders for the purpose of continuous quality improvement in the courses offered in various programmes. We shall be thankful if you can spare some time to fill up this feedback form and give us valuable suggestions for improving the quality of our academic programmes and enhance the credibility of our University. Therefore, please do participate in this survey actively and give your valuable response on all the three sections of this feedback form.

Name: _____

Relationship of Parent with Student: Father/Mother _____

Education: Graduate/Post Graduate/ Any Other _____

Occupation: Business/Employee (Public Sector/Private Sector)/Any Other _____

E-Mail ID: _____ Contact No: _____

School of Study by Ward: _____ Programme of Study by Ward: _____

Academic Session: _____ University Enrolment No: _____

Instructions: Please tick your level of agreement with the following statements:

Section I: Curriculum Design and Development

S. No	Statement	Excellent	Very Good	Good	Average	Poor
1	Rate the quality and relevance of courses included in this academic session that have been studied by your ward, in terms of its relevance for next level academic goals (higher education/placements).	Excellent	Very Good	Good	Average	Poor
2	Rate the course curriculum in terms of developing entrepreneurship skills in your ward to initiate start-ups by University Incubation Centre.	Excellent	Very Good	Good	Average	Poor
3	Rate the outcomes that your ward has achieved after studying the courses in this academic session.	Excellent	Very Good	Good	Average	Poor

Section II: Teaching-Learning, Evaluation and Student Support

S. No	Statement	Excellent	Very Good	Good	Average	Poor
4	Rate the quality of teaching and training provided to your ward.	Excellent	Very Good	Good	Average	Poor
5	Rate the adequacy of physical and infrastructural facilities of the University.	Excellent	Very Good	Good	Average	Poor


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K.R. Mangalam University
Sohna Road, Gurugram (Haryana)

6	Rate the quality of academic and support facilities for learning provided by the University.	Excellent	Very Good	Good	Average	Poor
7	Rate the initiatives by the University to encourage participation of your ward in seminars, workshops, projects, industrial/field visits, internships.	Excellent	Very Good	Good	Average	Poor
8	Rate the initiatives of the University for holistic development of your ward through co-curricular, cultural, sports and extension activities.	Excellent	Very Good	Good	Average	Poor
9	Rate the development of soft skills and sensitivity of your ward towards issues like gender equality, environment and sustainability, ethics through curricular and co-curricular activities while studying in the University.	Excellent	Very Good	Good	Average	Poor
10	Rate the effectiveness of continuous evaluation mechanism of the University.	Excellent	Very Good	Good	Average	Poor
11	Rate the effectiveness of Student Mentoring and Counseling Services for academic and other related issues of students.	Excellent	Very Good	Good	Average	Poor
12	Rate the career orientation and placement support provided by the University.	Excellent	Very Good	Good	Average	Poor

13	The University offered good campus facilities and learning ambience to your ward.	Yes	No
14	You recommend KRMU to your siblings, friends, relatives, etc for their higher studies.	Yes	No

Section III: Suggestions

15	Please give suggestions, if any.
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Thank you for your participation in the survey.


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Annexure-IV

ALUMNI FEEDBACK FORM

We are glad that you have spent valuable years pursuing programme of your choice at K R Mangalam University. We immensely value our alumni and strive to develop ensuring bonding with them. We shall be thankful if you can spare some time to fill up this feedback form and give us valuable suggestions for improving the quality of our academic programmes and enhance the credibility of our University. Therefore, please do participate in this survey actively and give your valuable response on all the three sections of this feedback form.

Name: _____ Date of Birth: _____
Name of the School of Study: _____ Programme of Study: _____
Year of Enrolment: _____ Year of Passing Out: _____
Current Organization/Employment (Name & Address): _____
Current Position/Designation: _____ Mail ID: _____
Contact No: _____

Instructions: Please tick your level of agreement with the following statements:

Section I: Curriculum Design and Development

S. No	Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	The curriculum and syllabus content were appropriate for higher education and /or employment.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
2	The curriculum offered adequate number of co-curricular activities during study period at the University.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
3	The curriculum offered courses with practical and hands-on learning experience.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
4	The curriculum created interest and motivation to pursue higher studies/research in the area of knowledge.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

Section II: Teaching-Learning, Evaluation and Student Support

S. No	Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
5	The course content delivery was effective.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree


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6	ICT- enabled tools including online resources were used for curriculum delivery.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
7	The University provided adequate physical, academic and support facilities for learning.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
8	The University undertook academic initiatives such as innovative teaching-learning methodologies, value added courses, seminars, workshops, projects, industrial/field visits, internships etc. to improve student competence.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
9	The University provided sufficient opportunities to participate in cultural and extension activities for holistic development.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
10	Student Mentoring and Counseling Services for academic and other related issues was effective.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
11	The University/ faculty provided support for placement / higher education.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
12	The University offered scholarships to meritorious students and other deserving students.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
13	The University is student - centric in all its academic initiatives.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
14	All the academic processes of the University were transparent.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
15	The University offered good campus facilities and learning ambience.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

Section III: Suggestions/Remarks

16	Please mention, if any changes in the curriculum are required.
17	Please mention, if any improvements in teaching and learning process are required.
18.	Please mention how you wish to contribute to the University (for eg, conduct guest lecture/placement & internships support/sponsoring awards/alumni association activities/any other).

Thank you for your participation in the survey. We wish you success in life.


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Annexure-V

EMPLOYER FEEDBACK FORM


The Internal Quality Assurance Cell (IQAC) of K R Mangalam University collects feedback from various stakeholders for the purpose of continuous quality improvement in the courses offered in various programmes. We shall be thankful to you, if you can spare some of your valuable time to fill up this alumni employers' feedback form. Your inputs will be of great use to improve the quality of our academic programmes and enhance the credibility of the University. This feedback will certainly be helpful for various purposes including decision-making for improvement.

Name: _____ Designation: _____
Company/Organization: _____ Office Address: _____
E-Mail ID: _____ Mobile No: _____

Section I: Employee Attributes and Skills: Demonstrated Achievement of Curriculum Learning Outcomes

Instructions: Please rate KR Mangalam University graduates employed in your organisation in terms of the following attributes and skills:

S.No.	Attribute and Skill	Response				
		Excellent	Very Good	Good	Average	Poor
1	Communication Skills					
2	Creative in response to workplace problems and challenges					
3	Working as part of a team					
4	Self-motivated, enthusiastic and initiative to take up assigned and extra responsibilities					
5	Self-directed and lifelong learning					
6	Using technology and updating technical knowledge and skills					
7	Ability to contribute to the goal of the organization					
8	Critical Thinking and Decision-Making Skills					
9	Leadership qualities and interpersonal relationships with seniors/peers/subordinates					
10	Innovativeness and creativity					
11	Involvement in social activities					
12	Empathy					
13	Adaptability and Resilience					
14	Obligation to work beyond schedule if required					


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15	Moral and Ethical Conduct	Excellent	Very Good	Good	Average	Poor
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Section II: Curriculum Design and Development

Instructions: Please tick your level of agreement with the following statements:

S. No	Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
16	The curriculum has relevance to local, national, regional and global developmental needs.					
17	The curriculum integrates cross cutting issues relevant to gender, environment and sustainability, human values and professional ethics.					
18	Adequate flexibility available in the choice of subjects to the students.					
19	The current syllabus is job-oriented, skill-based, value-oriented and relevant for employability.					
20	The curriculum is effective for the development of entrepreneurship.					
21	The curriculum helps in bridging the gap between industry and academic institutions.					

Section III: Suggestions for Curriculum Design and Review

22	Please suggest if any new programmes/specialized courses should be introduced/added to existing academic programmes at our University.
23	According to you, what new employee profile (attributes and skillsets) your organisation/industry is looking for in the workforce of the future?

Thank you for your participation in the survey.


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K.R. MANGALAM UNIVERSITY

E D U C A T I O N F O R L I F E

(Recognized by UGC and a member of AIU)

Ref. No.: KRMU/Admin./O.O./2018/314(A)

Dated: 15.03.2018

OFFICE ORDER

Subject: Feedback Policy of K.R. Mangalam University.

The Feedback Policy of K.R. Mangalam University is notified for information and implementation as approved in the 25th Board of Management meeting held on 1st March 2018 (as annexed).

Registrar

Encl:

- As above

Copy to:

- Vice Chancellor : For kind information
- Pro Vice Chancellor
- Dean (Academics Affairs)
- Controller of Examinations
- Chairperson and Members of Feedback committee
- All Deans/ School Coordinators
- All Faculty and Staff members
- Office Copy

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K.R. MANGALAM UNIVERSITY
THE COMPLETE WORLD OF EDUCATION

Feedback Policy

(Guidelines for Feedback Mechanism)

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THE COMPLETE WORLD OF EDUCATION

CONTENTS

- 1 INTRODUCTION/PREAMBLE**
- 2 FEEDBACK MECHANISM**
 - A) Format preparation**
 - 1) Stakeholders
 - 2) Types of feedback
 - 2.1 Students feedback
 - 2.2 Teachers feedback
 - 2.3 Alumni feedback
 - 2.4 Employers feedback
 - B) Circulation of feedback formats**
 - C) Collection of data**
 - D) Feedback analysis and review**
 - E) Action taken**
- 3 REVISION OF FEEDBACK FORMS**
- 4 ROLE OF FEEDBACK COMMITTEE**
- 5 Annexures I-IV**

Registrar
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THE COMPLETE WORLD OF EDUCATION

1. INTRODUCTION/PREAMBLE

Feedback is a two-way communication process between the organization and all the stakeholders. It helps in understanding the strengths, weaknesses, opportunities and challenges the organization faces. It is a part of continuous evaluation for regular improvisations. Feedback from students, teachers, alumni and employers inculcates a sense of ownership of the organization and makes them feel valued and responsible.

The University in its mission for continuous improvement in all areas has entrusted IQAC with the responsibility for arranging feedback responses from all stakeholders of the University.

2. FEEDBACK MECHANISM

The University maintains uniformity and standardization in the feedback process which is applicable for all the disciplines.

The central feedback mechanism includes the following steps:



A) Format preparation:

The feedback format is prepared by the Feedback Committee. Once filled it is collected electronically/manually through a central email id dean.acad@krmangalam.edu.in which is then analyzed by the Feedback Committee. The portal for electronic form generation is unisoft.krmangalam.edu.in.

1) STAKEHOLDERS

The stakeholders of the University are as follows:

- a) Students
- b) Teachers
- c) Alumni
- d) Employers

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2) TYPES OF FEEDBACK

2.1 Student Feedback

2.2 Teacher Feedback

2.3 Alumni Feedback

2.4 Employer Feedback

2.1 Student Feedback

The feedback about curriculum collects students input on all aspects of curriculum including the course content, learning resources, learning environment, quality of delivery and assessment. It also enquires about specific topics in the course content which the student feels should be added or deleted as per the professional scenario. All areas of University dealing with students namely classrooms, library, transportation, hostels, cafeteria, rest rooms and campus life is covered in this particular feedback. The feedback is circulated through online/offline feedback system. The feedback is collected every semester/year. After analysis of the feedback an inclusive report is prepared by the Feedback Committee. The sample format is enclosed as **Annexure I**.

2.2 Teacher Feedback

The feedback specifically targets curriculum design & revision, employability, examination patterns & reforms, teaching methods and overall teaching-learning environment. The purpose of this feedback is to incorporate teachers input on the entire curriculum of the University. The feedback from teachers is collected once every academic year. The sample format is enclosed as **Annexure II**.

2.3 Alumni Feedback

The purpose of this feedback is to obtain the inputs from the alumni on the quality of course/program at the University. This will also help in assessing the extent of attainment of the programme outcomes. It is collected from all participating alumni of the University during annual Alumni meet or through electronic medium. The collected feedback is submitted to the Training and Placement Officer which is to the respective Deans of faculty for analysis and necessary action. The sample format is enclosed as **Annexure III**.

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THE COMPLETE WORLD OF EDUCATION

2.4 Employer Feedback

The purpose of this feedback is to obtain the employers input on the quality of the graduands at the University. The student's ability to handle professional situations and knowledge acquired during their learning span within the University is also assessed. The collected feedback about a particular programme is submitted to the respective Deans for necessary action. The sample format is enclosed as **Annexure IV**.

B) Circulation of feedback formats

The feedback forms shall be circulated by the Feedback Committee to the concerned department dealing with the particular stakeholder.

Type of feedback	Mechanism of circulation
Student Feedback about Curriculum, Quality of Teaching and University in General	Deans to Students
Teacher Feedback about Curriculum	Deans to Teachers
Alumni Feedback	TPO to Alumni
Employers Feedback	TPO to Employers

C) Collection of data:

The data of the feedback received shall be collected as follows:

Type of Feedback	Mode of collection	Collecting body	Time schedule of collection
Students Feedback about Curriculum, Quality of Teaching and University in General	Online/offline	Feedback Committee	End of semester/year by graduating students specifically and other students
Teachers Feedback about Curriculum	Online/offline	Feedback Committee	Once in a year
Alumni Feedback	Offline/online	TPO	During Alumni meet annually
Employers Feedback	Online/offline	TPO	During placement drive or otherwise annually

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THE COMPLETE WORLD OF EDUCATION

D) Feedback Analysis and Review

The feedback received will be analyzed offline or online as per the mode of collection and results will be reviewed as follows:

Type of Feedback	Analysis and review by
Students Feedback about Curriculum, Quality of Teaching and University in General	Deans of schools, Feedback Committee
Teachers feedback about Curriculum	Deans of schools, Feedback Committee
Alumni feedback	Deans of schools, Feedback Committee
Employers feedback	TPO

E) Action Taken:

The actions about the collected feedback after analysis shall be taken as under:

Type of feedback	Action taken by Deans of schools, Feedback Committee
Students Feedback about Curriculum, Quality of Teaching and University in General	Deans of schools.
Teachers feedback about Curriculum	Deans of schools.
Alumni feedback	Deans of schools.
Employers feedback	TPO

The action taken report from each School is submitted to Dean Academics within a month of analysis of feedback. All the action taken reports by the feedback committee is sent to Registrar to be presented before the Academic Council and Board of Management of the University.

3) REVISION OF FEEDBACK FORM

The feedback forms are revised regularly. The revised formats are sent to the Feedback Committee and shall be dully approved by Dean Academics and Registrar.

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THE COMPLETE WORLD OF EDUCATION

4) ROLE OF FEEDBACK COMMITTEE

The feedback committee shall serve the following functions:

- Preparation of feedback formats for each stakeholder of the University
- Generation of electronic forms on the portal <http://unisoft.krmangalam.edu.in/>
- Analysis of feedback responses
- Presentation of recommendations after analyzing feedback
- Revision of the formats as required.

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Annexure-I

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Paperwork | Admin

Back

Student Feedback

AAYUSH GARG

BBA LLB (H)

Roll No. 1405140002
School School of Legal Studies
Semester Semester-X
Course Code SLAW501

S.No	Statements	STRONGLY AGREE (5)	AGREE (4)	SOMEWHAT AGREE (3)	DISAGREE (2)	STRONGLY DISAGREE (1)
1	The objectives are well-stated for the course	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2	Contents of the curricula had depth and adequate coverage	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3	The curriculum strengthens knowledge and skills relevant to the discipline.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4	The curriculum has a good mix of theory and practical aspects of courses.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5	The curriculum has relevance to real-life situations and contemporary global trends.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

K.R. Mangalam University

6	The curriculum provides flexibility in selecting elective courses.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7	The curriculum has scope to develop human values and ethics	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8	The curriculum provides opportunities to excel in co-curricular and co-curricular activities.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9	The size of the syllabus in terms of load on the students is appropriate.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10	The textbooks and reference books mentioned for the courses are adequate.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11	The pedagogical approach practiced by the teacher enhances participative and experiential learning.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12	The teacher uses teaching aids and Information and Communication Technology (ICT) to facilitate learning of the curriculum content.	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13	The teacher offers opportunities for students to showcase their creativity, leadership, and communication skills within the curriculum.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14	The method of assessment is effective in evaluating students on the course.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15	The assessment in this curriculum is fair, unbiased and transparent.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Annexure –II

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- Attendance
- Certificate Course
- Enquiry
- Examination
- HR
- LMS
- Mentor
- Reports
- Setup
- Feedback
- Leave Registration Approval
- Student Group Allotment
- TimeTable
- Utility

Name: KAVAR, Shweta

Designation: Assistant Professor

Qualification: PH.D. 2017, ULLM, NET, JRF

School: School of Life Studies

Department: SLS

Mobile: 9810010010

Email: kavar.shweta@krmangalam.edu.in

Academic Session: 2016-17

S.NO	STATEMENT	STRONGLY AGREE (5)	AGREE (4)	SOMEWHAT AGREE (3)	DISAGREE (2)	STRONGLY DISAGREE (1)
1	Current syllabus is need based	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2	Curriculum having current content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3	Course objectives of the courses are well defined	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4	Curriculum having good academic flexibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5	The course content fulfills the need of students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6	Need of review of the syllabus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7	Curriculum integrated and up to date	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Remarks: MAX 500 CHARACTER

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Annexure-III

K.R. MANGALAM
UNIVERSITY

Profile
My Course Registration
Activity Registration
My Mentor & Dean
My Faculty
Ledger
Apply Transport
Assignment
Internship Form
Placement Form
Attendance
Admit Card
Result
FeedBack Form
Alumni FeedBack Form
Re-Appear Exam

Alumni Feedback

SHIVAM GUPTA
LL.M. (1 Year)
Roll No. 1905690006
Admission Year 2019
Reg.No REG004037
Status Registered
School School of Legal Studies
Mobile 7289975007
Email Itsankithere619@gmail.com

S.No	Statements	STRONGLY AGREE (5)	AGREE (4)	SOMEWHAT AGREE (3)	DISAGREE (2)	STRONGLY DISAGREE (1)
1	Need of syllabus updation					
2	Course content is interesting					
3	Course curriculums intellectually stimulate you					
4	Course curriculum fulfilling your expectations					
5	Programme help in developing your personality					
6	Courses meet contemporary requirements					
7	Reading material regarding curriculum is easily available					
8	Syllabus enhances employability					

Remarks :

SUBMIT

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