



**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)

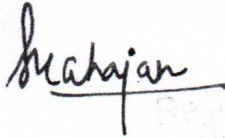
Ref. No.: KRMU/Admin./O.O./2018/314(A)

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 25<sup>th</sup> Board of Management meeting held on 1<sup>st</sup> 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



Registrar

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**K.R. MANGALAM UNIVERSITY**  
THE COMPLETE WORLD OF EDUCATION

# **Feedback Policy**

**(Guidelines for Feedback Mechanism)**

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Sohna Road, Gurugram (Haryana)



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### 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](mailto:dean.acad@krmangalam.edu.in) which is then analyzed by the Feedback Committee. The portal for electronic form generation is [unisoft.krmangalam.edu.in](http://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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## 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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### 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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#### 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"/> |

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|    |   |                                  |                                  |                       |                       |                       |
|----|---|----------------------------------|----------------------------------|-----------------------|-----------------------|-----------------------|
| 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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**Name:** KAVER DIXIT

**Designation:** Assistant Professor

**Qualification:** Ph.D.2017 LL.M. NET, JS

**School:** School of Legal Studies

**Department:** SLLS

**Mobile:** 9810010177

**Email:** kaver.dixit@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 exhibits          | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5    | The course content fulfils 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 enhanced and updated                   | <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**

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- 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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Annexure -IV

CAMPUS DRIVE FEEDBACK FORM

Name of Company: \_\_\_\_\_

Name of the Employer/Recruiter: \_\_\_\_\_

Date of Campus Drive: \_\_\_\_\_

Feedback: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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