Policy No: DMMC/MC/IQAC/P01

1.0 INTRODUCTION

Feedback is the essence of two-way communication between the provider and the receiver. Effective feedback, both positive and negative, is important for continuous improvement as it helps in understanding the strengths, weaknesses, opportunities, and challenges faced by the university. It is advantageous to the university as well as the stakeholders as improvisations made based on the feedback received benefits all the stakeholders.

2.0 PURPOSE:

Feedback from students, parents, teachers', alumni and industry inculcates a sense of ownership about the organization and make them feel valued and responsible. Regular feedback is important for the entire organization to remain aligned to university's mission and vision and is part of continuous learning process for regular improvisations to serve better. DMMC in its mission for continuous improvement in all sectors, academic or administrative has entrusted IQAC with the responsibility for arranging feedback responses from all stakeholders of the University on quality related institutional processes.

3.0 SCOPE:

The Scope of this policy lies on all stakeholders of Dr.Moopen's Medical College Wayanad.

4.0 RESPONSIBILITY:

Responsibility for implementing this policy rests on Dean and IQAC of the institution.

5.0 DEFINITIONS: Nil

6.0 POLICY PROCEDURES:

6.1 Objectives of the policy

1. It is aimed to provide the faculty members with valuable inputs from the students on all teaching constructs that are highly related to student learning and satisfaction level in the teaching learning as well as in evaluation process.

Policy No	DMMC/MC/IQAC/P01
Issue Date	18/11/2023
Revision No &date	Rev 00
Page No	2

Dr. Moopen's Medical College

FEEDBACK POLICY

2. By implementing an effective feedback system, the quality of teaching, other facilities of the college will be improved.

6.2 Feedback Schedule:

The format for each type of feedback to be filled by each stakeholder shall be prepared by Curriculum Committee/ IQAC. The feedback forms to be collected electronically shall be prepared through a email monitored by Curriculum Committee under IQAC.

- Feedback from Students
    a) About Curriculum- End of every Academic Year
    b) About College and Its Functioning-Only Final Year Students
    c) About Faculty-Every Six Months
    d) From departments-According to departmental policy
- Feedback from Parents – End of Academic Year
- Feedback from Teachers – End of every Academic Year
- Feedback from Alumni – Occasionally
- Feedback from Employers (Industry) – Yearly

6.3 Stakeholders

The multiple stakeholders of the College are:
   a) Students b) Teachers c) Parents d) Alumni) Employers

6.4 Types of feedback

6.4.1 Students' feedback

It has Four dimension viz

   a) Departmental Feedback

   b) Feedback about Curriculum

   The feedback about curriculum will collect students input on all aspects of curriculum including the course content, learning resources, learning environment, quality of transaction and evaluation. It shall be collected by students of every semester/year at the end of semester/year as applicable

   c) 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 to

Policy No	DMMC/MC/IQAC/P01
Issue Date	18/11/2023
Revision No &date	Rev 00
Page No	3

Dr. Moopen's Medical College

FEEDBACK POLICY

understand about the teaching methods used andthe learning environment during class room teaching. be collected minimum of once every year

d) Feedback about College and its functioning

This will entail feedback about all the infrastructure and facilities in the College. Entire Campus namely classrooms, library, transportation, ICT labs, resource rooms , students section, cafeteria, rest rooms, campus life shall be covered in this particular feedback. This shall be collected once a year

6.4.2 Teachers' Feedback

The purpose of this feedback is to obtain the teachers input on the overall of teachers on curriculum design & revision, employability, examination patterns & reforms, teaching methods and overall teaching-learning environment. The feedback from teachers will be collected once during an academic year.

6.4.3 Alumni Feedback

The purpose of this feedback is to obtain the inputs from the alumni on the quality of program at College. This will also help in assessing the extent of attainment of the programme outcomes. This feedback will be collected from all participating alumni of College during annual Alumni meet or through e-mail.

6.4.4 Employers' Feedback

The purpose of this feedback is to obtain the employers input on the quality of the graduates at College and to assess whether the expectations of recruiters were fulfilled. The student's ability to handle the professional situations, professional competencies and skills, knowledge acquired during their learning can also be assessed.

6.4.5 Parents' Feedback

College takes the initiative of organizing Parents-Teachers-Students meet regularly to apprise parents and guardians with the academic and professional growth of their ward. Feedback from parents towards institutional functioning, academic courses, evaluation mechanism, parent teachers interaction, promotion of professional communication and competencies etc. 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.

Policy No	DMMC/MC/IQAC/P01
Issue Date	18/11/2023
Revision No &date	Rev 00
Page No	4

Dr. Moopen's Medical College

FEEDBACK POLICY

6.5 Feedback Collection, Analysis and Action Taking

6.5.1 Mechanism of Circulation of feedback formats:

a) Students Feedback about Curriculum, Quality of Teaching, and about College and its functioning through IQAC

b) Students Feedback about departments will be collected by concerned departments itself

c) Teachers feedback about Curriculum through IQAC

d) Alumni feedback through Alumni coordinator

e) Employers feedback through Dean

f) Parents feedback through PTA committee by Dean

6.5.2 Collection and Compilation of Feedback data

The data on the feedback shall be collected through a structured Feedback Schedule developed for specific stakeholder .It may be collected online or off line mode.

6.5.3 Analysis of feedback received and review of results:

The feedback received will be analysed offline or online as per the mode of collection and results will be statistically analysed for each stakeholder separately and shall be graphically represented for better understanding.

6.5.4 Discussion and Review of Feedback

a) Curriculum/Syllabi related feedbacks will be analysed by the curriculum Committee

b) Faculty related feedbacks will be analysed and dean will directly discuss with the concerned HODs and Faculty Members

c) Parents feedback will be analysed and necessary actions will be taken by the management

6.5.5 Action taken

The actions about the collected feedback after analysis shall be taken as per the outcome of the feedback of specific domain. The action taken report by each concerned feedback shall be submitted to IQAC within a month of analysis of feedback.by the Head/Coordinator

6.5.6 Revision of feedback form

The feedback forms can be revised as per the need of the situation and as per the requirement of the feedback to be obtained. The revisions shall be made by the feedback committee and shall be approved by IQAC.
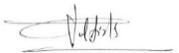
6.0 REFERENCES:

APPROPRIATE APPROVAL:

	NAME	DESIGNATION	SIGNATURE
PREPARED BY:	Ms.Niranjana S Raj	IQAC Officer	
REVIEWED BY:	Maj(Dr.) Nabeel Azeez K	IQAC Coordinator	
APPROVED BY:	Dr. Gopakumaran Kartha K N	Dean	