GURU NANAK INSTITUTE OF TECHNOLOGY

Approved by A.I.C.T.E., New Delhi
Affiliated to MAKAUT, West Bengal

GNIT

Policy on Feedback System

Guru Nanak Institute of Technology
157/F, Nilgunj Road, Panihati
Kolkata -700114

Ref. Number	Compiled & Checked by:	Approved by:
GNIT/IQAC/PRIN/2018/ 03|	Sig........................	Sig............ Principal
	Date 04/.01/.2018	Date 05/01/2018

Guru Nanak Institute of Technology

157/F, Nilgunj Road, Panihati, Kolkata-700 114
Phone: +91 33 2563 7929 / 2523 3900, Telefax: +91 33 2563 7957
Website : www.gnit.ac.in, Email : info.gnit@jisgroup.org

INTRODUCTION

At Guru Nanak Institute of Technology, the primary goal is to empower students by providing knowledge and experiences that help them overcome limitations and reach their full potential in the rapid changing world. To achieve this, GNIT is committed to quality teaching, learning, research, and outreach services in technical education.

GNIT has a well-defined structured feedback mechanism that involves internal and external stakeholders, including management, faculty, students, parents, alumni, employers, and industry experts. Their feedback is very important in evaluating, developing, and enhancing the quality of the learning experience we offer. We value their input and continuously strive to improve our services to meet the changing needs of the industry and society.

FEEDBACK COMMITTEE STRUCTURE

i.   Internal stakeholders:

Internal stakeholders are individuals or groups within an organization who have a direct interest and involvement in its operations, success, and outcomes. In the context of an educational institution like Guru Nanak Institute of Technology, internal stakeholders include management, faculty, and students.

Management is responsible for coordinating the activities of the institute to achieve its defined objectives. They play the most important role in developing and implementing policies, providing resources, and ensuring effective management of the institute.

Faculty members are also internal stakeholders who act as channels for mission accomplishment. They are responsible for delivering quality education and providing students with the skills and knowledge they need to succeed in their chosen fields. Faculty members also help to shape the institute's culture and contribute to its ongoing success.

Students are perhaps the most valuable internal stakeholders as they are the primary beneficiaries of the institute's educational services. They adapt the vision, mission, and Program Educational Objectives (PEOs) to their professional development needs. By actively engaging in the learning process, students help to shape the institute's teaching and learning environment and contribute to its ongoing success.

Guru Nanak Institute of Technology

157/F, Nilgunj Road, Panihati, Kolkata-700 114
Phone: +91 33 2563 7929 / 2523 3900, Telefax: +91 33 2563 7957
Website : www.gnit.ac.in, Email : info.gnit@jisgroup.org

ii.   External stakeholders:

External stakeholders are individuals or groups outside of an organization who have a direct or indirect interest in its operations, success, and outcomes. In the context of an educational institution like Guru Nanak Institute of Technology, external stakeholders include parents, alumni, professional bodies, and employers.

Parents of students enrolled in the institute are external stakeholders who can provide constructive suggestions for the smooth functioning of the institution. They can provide valuable feedback and help improve the quality of services offered by the institute.

Alumni are another important external stakeholder group who can act as brand ambassadors, carrying the mission of the institute forward. They can provide valuable feedback, mentor current students, and support the institute's outreach and recruitment efforts.

Professional bodies like IETE and ISTE are external stakeholders who can support excellence in education through awards and other forms of recognition. These bodies can provide valuable feedback on the quality of the institute's programs and help ensure that they are aligned with industry standards.

Employers are also external stakeholders who represent the major end-users of the institute's graduates. They can provide valuable input on the skills and knowledge required in the industry, and help bridge the gap between the program offered by the institute and the needs of the industry.

OBJECTIVE OF FEEDBACK

The feedback collection process is a systematic approach used to collect feedback from different stakeholders on the quality of academic and administrative facilities available on the campus. The aim of this process is to achieve continual improvement of these facilities through various parameters:

i.   Feedback in Teaching-Learning process:

One of these parameters is feedback in the learning process. This type of feedback aims to help students maximize their potential at different stages of their training by identifying their strengths and areas for improvement. By receiving feedback, students become more aware of their performance and can take actions to improve it.

Guru Nanak Institute of Technology

157/F, Nilgunj Road, Panihati, Kolkata-700 114
Phone: +91 33 2563 7929 / 2523 3900, Telefax: +91 33 2563 7957
Website : www.gnit.ac.in, Email : info.gnit@jisgroup.org

ii. **Feedback in the assessment process:**

Another parameter is feedback in the assessment process. This type of feedback helps students understand the subject being studied and provides them with clear guidance on how to improve their learning. If students engage with feedback, it should enhance their learning and improve their assessment performance. In other words, feedback in the assessment process can be an important tool for improving student outcomes.

MECHANISMS FOR FEEDBACK

i. Assessing Teaching and Learning Through Feedback

a) Feedback collection process

The institute has a well-defined process for feedback collection with respect to all the courses. Faculty feedback for a respective course is given by the students after completion of the course. Students having attendance greater than sixty percentages are allowed to give feedback. Feedback links are shared with the students through mail. Students give feedback through this links after successful registration. The automated feedback system analyzes the collected feedbacks and comes up with an average value of all weighted questions in a percentage scale of 0 to 100.The data collected through the above process is stored in an automated feedback server.Individual faculty feedback reports are generated and shared with the faculty members. Figure 1 describes the feedback collection process.
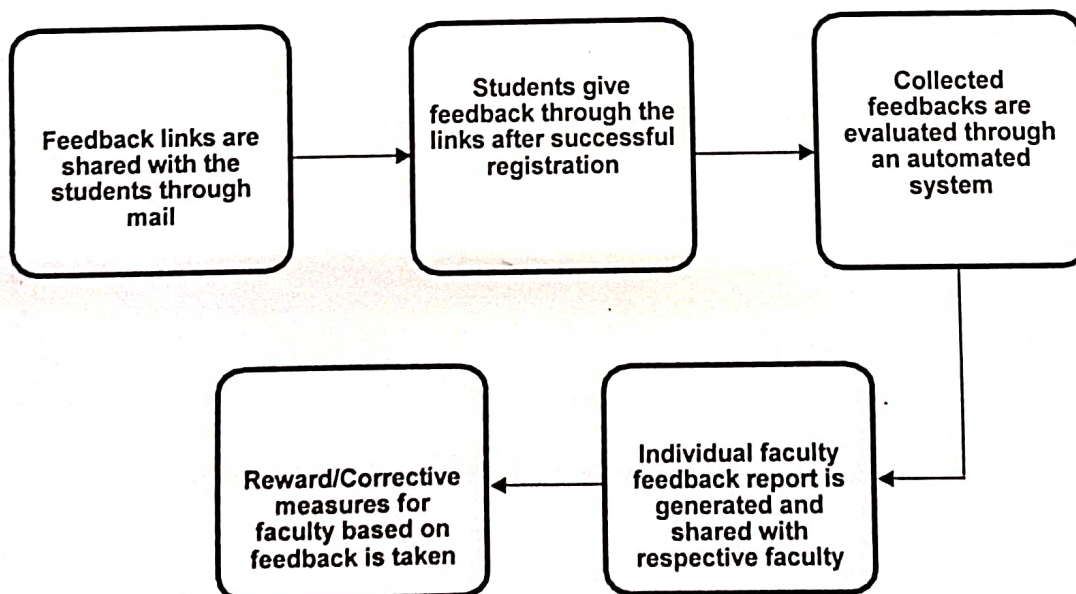

Fig 1: Feedback collection process

Guru Nanak Institute of Technology

157/F, Nilgunj Road, Panihati, Kolkata-700 114
Phone: +91 33 2563 7929 / 2523 3900, Telefax: +91 33 2563 7957
Website : www.gnit.ac.in, Email : info.gnit@jisgroup.org

- **Indices used for measuring quality of teaching & learning:**

Figure 2 describes the sample feedback form showing the measuring parameters of teaching and learning.

Fig 2:A Sample Screen Shot of the measuring parameters of a Particular course

Guru Nanak Institute of Technology

157/F, Nilgunj Road, Panihati, Kolkata-700 114
Phone: +91 33 2563 7929 / 2523 3900, Telefax: +91 33 2563 7957
Website : www.gnit.ac.in, Email : info.gnit@jisgroup.org

- **Summary of the index values for all courses/teachers**

Figure 3 describes the sample report of the index values for all courses assigned to a faculty member in that semester.

GURUNANAK INSTITUTE OF TECHNOLOGY

| Photo of the faculty member | Semester - ODD Name - | | | | | | | | | | Academic Year - 2021 Dept - CSE | | |

Sl	Code	Name	No Of Students	Score(%) (Attribute Wise)										Total
				A	B	C	D	E	F	G	H	I	J	
1	CS504A	Object Oriented Programming using Java	53	93.96	93.96	93.77	93.58	93.96	93.58	93.96	93.58	93.40	93.40	93.72
2	CS594A	Object Oriented Programming using Java Lab	53	93.02	93.40	93.96	93.40	93.96	93.96	93.77	93.77	94.15	94.15	93.75
3	CS702C	Web technology	52	97.12	96.73	96.92	96.92	96.92	96.54	96.92	97.12	96.73	96.35	96.83
4	CS792C	Web Technology Lab	52	96.92	96.92	96.73	96.92	96.73	96.54	96.92	96.92	96.92	96.92	96.85
													Total	95.27

A: COURSE COVERAGE
B: PRESENTATION SKILL
C: REGULARITY & PUNCTUALITY
J: BEYOND CURRICULAM

D: INTERACTIVE TEACHING METHODOLOGY
E: CREATIVE/INNOVATIVE LEARNING
F: STUDENT SATISFACTION

G: APPROACHABILITY
H: QUERY HANDLING
I: ASSESSMENT

Fig 3: A sample report of the index values for all the courses assigned to a faculty

Guru Nanak Institute of Technology

157/F, Nilgunj Road, Panihati, Kolkata-700 114
Phone: +91 33 2563 7929 / 2523 3900, Telefax: +91 33 2563 7957
Website : www.gnit.ac.in, Email : info.gnit@jisgroup.org

b) Analysis and Action Planning Based on Feedback

▪ Analysis:

Faculty members having scored greater than equal to 90% are given letter of appreciation, and score less than 60% are given letter of improvement for the relevant course.

Feedback analysis for a faculty member of that course is considered only when 60% or more number of students participate for givingfeedback.

▪ Action Taken (Reward):

Faculty members having feedback score greater than equal to 90% are rewarded by the letter of appreciation. They are requested to organise seminars and mentoring sessions to share their teaching expertise and the teaching methodologies with the other faculty members.

▪ Action Taken (corrective Measure):

A departmental expert committee chaired by the HOD has to be formed for the counselling of those faculty members who scored low (below 60%) in the feedback. This motivates them to improve their skills and abilities.

- The HOI address them with a letter to motivate them for their up gradation.
- If required, training, FDPs and orientation programme are conducted by professional experts to master the skills of the faculty members in the nuances of teaching. MOOCS courses from NPTEL, COURSERA etc are suggested to them
- The IQAC will consolidate the whole feedback result and a review is conducted for the faculty members with lower performance.

Approved by   Prepared by

Principal   IQAC Coordinator