

NOTIFICATION NO. KU/POL./2021/007

Date: 14th December 2021

**Subject: Karnavati University – Student Feedback Policy
(Issue 01 Revision 02)**

Karnavati University hereby notifies ‘Student Feedback Policy’ as appended herewith. With an aim to monitor and improve the quality of the student experience and employee performance. This provides continual development of the academic and administrative facilities in the University.

This policy comes into immediate effect.


Tariq Ali Saiyed
Registrar



**Student Feedback Policy**

Policy title	Student Feedback Policy
Key stakeholders	Students Teaching Employees Board of Management
Approved on	14 th December 2021
Date effective from	15 th December 2021
Next version	
Relevant policies	Rules for the Constitution and Functioning of Academic Monitoring Committee Rules for the Internal Quality Assurance System
Relevant committees/cell/centres	Academic Monitoring Committee IQAC
Related Guideline	

1. Short title and Commencement

This policy shall be called the “*Student Feedback Policy*”.

2. Objective

This policy has been made to achieve the following objectives -

- i. For the continual development of the academic and administrative facilities in the University;
- ii. To monitor and improve the quality of the student experience and employee performance;
- iii. To garner timely, transparent and respectful feedback

3. Definitions

- i. “**Academic year**” shall mean the period in the calendar year from the month of July to the month of June of following year, during which teaching or instruction in any program/course will be carried out.
- ii. “**Feedback**” shall mean the response collected by the students towards the academic deliveries and facilities, administrative and other facilities provided by the University, to assess the scope of improvement in the functioning of the University and enhancing the academic quality.
- iii. “**Student**” shall mean all the students who are enrolled in the various undergraduate, post graduate, diploma, programs offered by the constituent Institutes of the University.

4. Types of Student Feedback -

- i. Feedback about quality of teaching
- ii. Feedback on curriculum
- iii. General feedback (experience with the University)

5. Academic Monitoring Committee

- i. There shall be an Academic Monitoring Committee (AMC) which shall prepare the feedback form for the academic deliveries, course, conduct of classes etc.
- ii. It shall circulate the Feedback Forms to all the Academic Coordinators of the respective constituent institutes, who shall circulate the same amongst the students.
- iii. The AMC shall make the procedures for collecting feedback from students, analyse the responses and make recommendations to the concerned department where the improvement is required, and take actions where necessary.

- iv. It shall prepare the report of the feedback received and the action taken and submit the same to the IQAC.
- v. The AMC shall also be responsible for maintaining the database for all of the Feedback responses submitted by the students.

6. Internal Quality Assurance Cell (IQAC)

- i. There shall be an IQAC which shall be responsible for making the procedures for collecting feedback from the students related to administrative and infrastructural facilities offered by the University.
- ii. It shall circulate the feedback forms to the respective constituent Institutes who shall circulate the same to the students.
- iii. It shall analyse the responses given by the students and take necessary actions where required. It shall also make recommendations to the concerned departments based on the feedback responses collected.
- iv. It shall prepare a report of the action taken upon the feedback received, and also prepare an annual report and submit the same to the Board of Management.

7. Feedback Mechanism

- i. Feedback shall be collected by the students periodically either at the end of every semester or annually i.e., at the end of the academic year.
- ii. The procedure for collecting feedback shall be decided by the AMC and IQAC (collectively referred to as “committees”) as the case may be, however, the feedback mechanism shall include the following steps -
 - a. **Preparation of format** - the respective committee(s) shall prepare a format of the feedback form for the feedback to be collected from the students.

Annexure A - Feedback on Curriculum

Annexure B - Faculty feedback form as prepared by the AMC.

Annexure C - General feedback form as prepared by the IQAC

- *The feedback shall be given on the basis of a numerical system ranging from 1 (being the lowest) to 5 (being the highest) for each indicator.*

- b. **Circulation** - the feedback forms shall be circulated/distributed to the students from the relevant authority/department.
- c. **Collection** - the feedback shall be collected from the students by the authorised persons either in online or offline mode.

- d. **Analysis** - the feedback as received from the students, shall be analysed as per the mode of collection by the AMC and IQAC for academic delivery and administrative and infrastructure facilities respectively.
- e. **Action Taken** - the action taken upon the feedback received by the AMC and IQAC, and the recommendations made to the relevant or concerned department for improvement.

8. General Rules of Application

- i. It shall be the duty for every student to fill the feedback form honestly and diligently without any bias, the respective constituent institute(s) shall ensure that the students provide their feedback free from any undue influence.
- ii. The feedback responses from the students shall be collected on the following aspects:
 - a. **Curriculum** - collect students input on all aspects of curriculum i.e., course content, learning resources provided, learning environment, quality of delivery and assessment.
 - b. **Quality of teaching** - feedback about quality of teaching of each faculty member teaching a particular subject, it shall be conducted under the supervision of the AMC, and,
 - c. **Experience with the University** - feedback about all the infrastructure and facilities in the University namely classrooms, library, transportation, hostels, students section, cafeteria, rest rooms, and campus. This may be collected from the students who are in the final year of their respective program/course.
- iii. The University through its committees may create an online mechanism for collecting the feedback from the student and maintain a database of the responses received from the students.
- iv. The responses received on feedback forms shall be analysed by the committees (as the case may be). Based on the responses and recommendations of the committees the University and the constituent institutes shall make necessary improvements in consultation with the relevant Head of the department where improvement is required.
- v. The process and procedure of collecting feedback shall be anonymous, systematic, rigorous and respectful of the rights of students and employees, it

will be done in a manner to garner maximum student participation. Full privacy and confidentiality will be ensured at all stages of the process.

Annexure A**Curriculum feedback form (To be filled by the Student)**

Program/Course:

Name of Institute:

Semester and Year:

Please rate on the following parameters using the point scale below (1 lowest to 5 highest)

Evaluation areas	Level of Performance				
	1	2	3	4	5
1. Course Content					
i. Course based on practical/industry application and needs					
ii. Practicals/Labs/Moot courts/Seminars given importance					
iii. Course content enhances technical skills to face the industry					
2. Learning Resources and Reading Material					
i. Adequate reference books are available in the Library					
ii. Appropriate reference material (print & online) is provided					
3. Quality of Delivery					
i. The contents of syllabus were appropriately sequenced					
ii. The course content stimulated your interest in the subject area					
iii. Syllabus was covered within time					
4. Assessment					
i. Tests and examinations are conducted on time					
ii. The sequence of internal/sessional examinations is helpful in covering the whole course content					

iii. Rate your experience with the inclusion of Objective type Questions in the Exam paper					
iv. Rate your satisfaction with the examination and evaluation pattern of the university					
Comments:					

Annexure B**Faculty Feedback Form (To be filled by Students)**

Program/Course:

Name of Institute:

Semester and Year:

Name of faculty:

*Please rate on the following parameters using the point scale below (1 lowest to 5 highest)***Evaluation Areas****Level of Performance**

1 2 3 4 5

<i>1. Time Sense</i>					
i. Punctuality in class					
ii. Completion of the course in a timely, thoroughly and satisfactory manner					
iii. Regularity in taking classes					
<i>2. Subject Command & Teaching Methodology</i>					
i. Knowledge base of the teacher (as perceived by you)					
ii. Interest generated by the teacher in the class by giving real life experiences and creates interest in the subject					
iii. Ability to integrate course material with environment/other issues, to provide a broader perspective					
iv. Sincerity/Commitment of the teacher (in terms of preparedness and interest in taking classes)					
v. Communication skills (in terms of articulation and comprehensibility)					
vi. Initiative taken in formulating topics/tests/assignments/examinations/seminars and projects					

<i>3. Teachers attitude towards students</i>					
i. Accessibility and availability of the teacher in the department for academic consultations					
ii. Helping approach towards varied academic interests of students					
iii. Approach towards developing professional skills among students					
iv. Helping the student in providing study material which is not readily available in the textbooks say through e-resources, e-journals, reference books, open course wares etc.					
<i>4. Classroom decorum and control</i>					
i. Control mechanism in effectively conducting the class					
ii. Students' participation in the class					
Comments (if any):					

Annexure C**General Feedback Form (To be filled by Students)**

Programme:

Institute:

Semester and Year:

*Please rate on the following parameters using the point scale below (1 lowest to 5 highest)***Evaluation Areas****Level of Performance**

1 2 3 4 5

<i>1. Academics</i>					
i. Are classes being scheduled regularly with minimal free periods					
ii. How are the projects and internal tasks assessed/evaluated					
iii. Do you receive the Grade reports/marks on time					
iv. How would you rate moot court assignments (only for law)					
v. Are seminars /workshops /symposiums/ conferences / webinars conducted on a regular basis and what is their effectiveness					
vi. How would you rate your experience at the workshops/ laboratories					
vii. How does the institute support you on procuring or guiding in internships					
<i>2. Management staff</i>					
i. How do the senior management members of the University guide and assist you					
ii. How comfortable you feel in regards to approaching the senior management members of the University					

iii.	How helpful are the Academic coordinators					
iv.	How is the support and assistance from the University administrative staff					
v.	How is the support and assistance from the University library staff					
vi.	Support and assistance of the University Laboratory staff (if applicable)					
<i>3. University and Institute Infrastructure</i>						
i.	Physical infrastructure of the University laboratory/AV room/Moot / workshops/ court/amphitheatre/Hall room/auditorium					
ii.	Physical infrastructure of the University library					
iii.	Availability of books or other resources in the University library					
iv.	Amenities and assistance provided at the university sports ground and gym					
v.	Classroom infrastructure and availability of required teaching resources					
vi.	Canteen facilities:					
	a. Food quality					
	b. Hygiene					
	c. Ambience					
	d. Behaviour of staff					
vii.	Campus security					
viii.	Wi-Fi and internet facility on the campus					
ix.	Washroom hygiene and cleanliness					
x.	Cleanliness and maintenance of University campus					
xi.	Greenery on the University campus					

xii. Extracurricular (social/cultural) activities on the University campus					
xiii. Hostel facilities and its maintenance (if applicable)					
xiv. Transportation facility offered by the University (if applicable)					
xv. Overall experience at Karnavati University and its constituent institutes					
<p>Comments:</p>					