

POLICY ON FEEDBACK MECHANISM

PREFACE

At Naipunnya School of Management, we believe that continuous improvement is fundamental to achieving excellence in education and administration. Central to this belief is the establishment of a robust feedback mechanism that allows for the voices of our students, faculty, staff, and other stakeholders to be heard, valued, and acted upon. Feedback is a critical tool that not only helps us understand our strengths but also sheds light on areas where we can grow and evolve. The Feedback Mechanism Policy underscores our commitment to fostering an open, transparent, and inclusive environment where constructive feedback is encouraged and utilized effectively. This policy aims to create a structured framework for collecting, analyzing, and responding to feedback, ensuring that all suggestions, concerns, and commendations are addressed in a timely and appropriate manner. Our objective is to cultivate a culture of continuous dialogue and engagement, where every member of our community feels empowered to contribute to the betterment of our institution. By systematically integrating feedback into our decision-making processes, we strive to enhance the quality of our educational offerings, administrative services, and overall campus experience. This policy outlines the various channels through which feedback can be provided, the procedures for handling feedback, and the mechanisms for ensuring accountability and transparency in our responses. We are dedicated to making feedback a cornerstone of our operations, reinforcing our commitment to excellence and our dedication to serving the needs and aspirations of our community. Naipunnya School of Management is dedicated to listening to and learning from its community. We are confident that through this Feedback Mechanism Policy, we will continue to advance as an institution and uphold the highest standards of quality and integrity.

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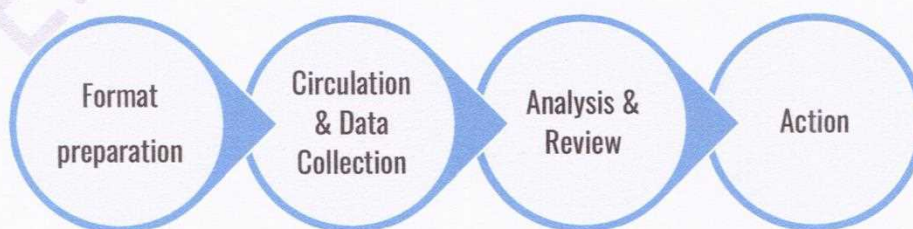


1. POLICY STATEMENT

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 organization. It is advantageous to the organization as well as the stakeholders as improvisations made based on the feedback benefits all the stakeholders. Feedback from students, employees, alumni inculcate a sense of ownership about the organization and make them feel valued and responsible. Regular feedback is important across the entire organization in order to remain aligned to goals and is part of continuous learning process for regular improvisations to serve better. Naipunnya School of Management in its mission for continuous improvement in all sectors, academic or administrative has entrusted IQAC with the responsibility of collecting feedback responses from all stakeholders. The process aims at continuous improvement of academic-administrative-caliber, capacity building of stakeholders and provide for overall betterment of the institute

2. FEEDBACK MECHANISM

Internal Quality Assurance Cell has mapped out the feedback mechanism on academic syllabus and ambiance of the institution for strengthening the Institution's quality process. Feedback responses are collected, analysed, interpreted and reports are prepared at the end of the year. The central feedback mechanism in NSMC will include the following steps:



The format for each type of feedback to be filled by each stakeholder shall be prepared by feedback committee under IQAC. The feedback forms are to be



collected electronically and shall be prepared through a central email id monitored by feedback committee under IQAC.

3. STAKE HOLDERS

The multiple stakeholders of NSMC are:

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

4. TYPES OF FEEDBACK

4.1 Student Feedback

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 from students of every batch using the questionnaire given in the '**PFM-Annex-1**' at the end of each academic year.

4.2 Teacher Feedback

The purpose of this feedback is to obtain the teachers input on the overall educational environment of NSMC. This feedback will specifically target the inputs of teachers on curriculum design & revision, employability, examination patterns & reforms, teaching methods and overall teaching-learning environment.

The feedback from teachers will be collected using the questionnaire given in the '**PFM-Annex-2**' once during an academic year.



4.3 Alumni Feedback

The purpose of this feedback is to obtain the inputs from the alumni on the quality of course/program at NSMC. This will also help in assessing the extent of attainment of the programme outcomes.

The format for feedback shall be shared by IQAC to the Alumni coordinators for collection of feedback either manually or electronically. The feedback will be collected from all the alumni of NSMC using the questionnaire given in the '**PFM-Annex-3**'.

4.4 Employer Feedback

The purpose of this feedback is to obtain the employers input on the quality of the graduates at NSMC and to assess whether the expectations of recruiters were fulfilled. The student's ability to handle the professional situations and knowledge acquired during their learning is assessed through their process. The employers feedback will be collected using the questionnaire given in the '**PFM-Annex-4**' at least once in a year.

5. MODES OF DATA COLLECTION

As per the digitalisation policy implemented by the IQAC, feedback is collected through digital formats only. A portal is set-up in the institutional website to submit the Feedback.

6. FEEDBACK ANALYSIS AND REPORT

Feedbacks collected will be analysed by the Feedback committee and a report will be prepared for the same at the end of the academic year. The report needs to be approved by the IQAC coordinator before submitting it to the Principal. Approved report will be published in the institutional website.



7. ROLE OF FEEDBACK COMMITTEE

The feedback committee of IQAC shall serve the following functions:

- a) Preparation of feedback formats for each stakeholder of the college fit for either mode of collection. (Online/Offline)
- b) Generation of electronic forms on the portal www.surve.com
- c) Analysis of feedback responses received.
- d) Presentation of recommendations after analysing feedback to the IQAC.
- e) Revision of the formats as per the need.
- f) Composition
 - i. IQAC Coordinator as the Director
 - ii. One faculty as the convener
 - iii. Four teachers and two non-teaching staff members

8. POLICY REVIEW

This policy shall be reviewed annually and may be amended as and when required to retain its contemporary relevance. Any stakeholder of the institution may submit proposal for the improvement of policy to the IQAC. The proposed changes shall be reviewed by IQAC and, if found suitable, shall be forwarded to the higher authorities for consideration. Person in charge: 1) Principal 2) IQAC Coordinator

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