



JSS STU COMPREHENSIVE FEEDBACK POLICY-2021

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JSS Mahavidyapeetha
JSS Science and Technology University
JSS Technical Institutions' Campus
Mysuru- 570006

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JSS Science and Technology University, Mysuru

Policy Details

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Reviewed By	IQAC coordinator
Approved By	Registrar
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Policy review and amendment History

Date	Version	Brief Description of the review/ amendments made	Reference to amendments
19-01-2021	Ver 1.0	-	-

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1.0 Preamble

Feedback is an integral component of any educational philosophy and institutional culture. It serves as a powerful tool for enhancing the educational experience, advancing professional development, and ensuring fairness and transparency in all facets of university life. In order to promote a positive learning and working environment while ensuring fairness and transparency in the assessment and improvement processes, a comprehensive feedback policy is required. It is also need of the hour to involve various stakeholders in realizing vision and mission and goals of an institution. A comprehensive feedback policy would help to serve the same purpose.

2.0 Statement

JSS STU is committed to fostering a dynamic and inclusive learning and working environment that promotes continuous improvement, excellence, and mutual respect through active stakeholder participation. JSS STU strive to create an environment where feedback is a positive force for growth, where individuals are empowered to reach their full potential, and where the pursuit of excellence is a shared aspiration.

3.0 Purpose

A comprehensive feedback Policy is designed to articulate the principles and guidelines that govern the process of providing constructive feedback to our diverse community of students, faculty, and staff. It reflects JSS STU's commitment to nurturing a culture of collaboration, openness, and accountability. The principles outlined herein are founded on the belief that feedback is a shared responsibility, a catalyst for growth, and a cornerstone in the pursuit of academic and professional excellence.

4.0 Objectives

The key objectives of the comprehensive feedback Policy are:

1. To Promote Learning and Development
2. To Enhance Teaching and Learning Practices
3. To Ensure Fairness and Consistency
4. To Cultivate a Feedback Culture
5. To Promote Professional Development for Faculty and Staff
6. To Ensure that stakeholders have the opportunity to dispute feedback in a fair and systematic manner.

By achieving these objectives, JSS STU's comprehensive feedback policy aims to create an environment that supports the holistic development of its members and contributes to the overall quality of teaching, learning, and research within the institution.

5.0 Scope

The scope of policy may include, but is not limited to, faculty, staff, students, collaborators, Curriculum and Program Development, quality assurance, infrastructure and learning resources etc.

6.0 Key Aspects of the policy.

General

1. IQAC shall be responsible for
 - a. Design of feedback system
 - b. Feedback collection and its mode of collection
 - c. Feedback collection frequency
 - d. Feedback collection formats
 - e. Feedback analysis and its reports
 - f. Monitor the implementation as per ATR
2. IQAC shall make suitable arrangements for discussion of feedback analysis report in AC meetings and other governing body meetings.

Feedback System

IQAC-JSS STU shall adopt the following feedback system/mechanism



Feedback Areas

IQAC - JSS STU shall ensure to collect feedback from respective stakeholders on

- a) Curriculum design, development and deployment
- b) Physical Infrastructure, learning resources and Facilities and support system
- c) Faculty appraisal
- d) Co-Curricular and extra-curricular events

Feedback Types

IQAC-JSS STU shall arrange for

- a) Student Feedback
- b) Faculty Feedback
- c) Alumni Feedback
- d) Employer Feedback
- e) Parent Feedback

Feedback Mode

IQAC-JSS STU shall decide whether to collect feedback in ONLINE or OFFLINE mode.

Feedback Analysis committee

- a) IQAC-JSS STU shall constitute Feedback Analysis committee comprising of
 - ONE IQAC member
 - TWO Professors
 - THREE Associate Professors
 - FIVE Assistant Professor
- b) IQAC-JSS STU shall identify ONE feedback co-ordinator from each department to facilitate the feedback process.

Feedback Analysis Report and its recommendations

- The Feedback analysis committee shall submit a detailed Feedback Analysis Report to the office of the IQAC within TEN days from the conduction of feedback process.
- IQAC shall submit its recommendation on Feedback Analysis Report to the concerned within TEN days from the date of receipt of Feedback Analysis Report.
- IQAC shall host the Feedback Analysis Report on university website.

Action Taken report on Feedback Analysis and its recommendations

The concerned department shall submit a report on action taken wrt to the Feedback Analysis and its recommendations by IQAC within TEN days from the date of receipt of the same from office of IQAC. The concerned department shall discuss the feedback analysis report in DAB and BOS meetings.

Feedback form template

IQAC-JSS STU shall be responsible for drafting and updating the respective feedback form template from time to time and the same shall be hosted on the website upon approval by competent authority.

Feedback collection schedule, frequency and coordinator

Feedback type	Stakeholders	Schedule	Frequency	Co-ordinator
Curriculum design, development and deployment	• Student • Faculty • Employer • Alumni	At the end of Academic year	Once in a year	Department feedback co-ordinator
Physical Infrastructure, learning resources and Facilities and support system	• Student • Faculty	At the end of Academic year	Once in a year	Department feedback co-ordinator
Faculty appraisal	• Student	At the end of course	Twice in a year	Department feedback co-ordinator
Co-Curricular and extra-curricular events	• Student	At the end of event		Event co-ordinator
Course Exit Survey	• Student	At the end of course	Once per semester	Course instructor
Program exit Survey	• Graduated Student	At the end of program	Once in a year	Department feedback co-ordinator
Alumni Survey	• Alumni		Once in a year	Department feedback co-ordinator
Employer Survey	• Employer		Once in a year	Department feedback co-ordinator
Parent Feedback	• Parent	At the end of a semester	Twice in a year	Department feedback co-ordinator

7.0 Breach of This Policy

Users are encouraged to be vigilant and to report any suspected violations of this Policy immediately to the Helpdesk. If any breach of this Policy is observed, then (in addition to the above) disciplinary action up to and including dismissal in the case of Staff, expulsion in the case of Students or contract termination in the case of third parties may be taken in accordance with the University's disciplinary procedures

8.0 Revisions to Policy

The University reserves the right to revise the terms of this Policy at any time. Any such revisions will be noted in the revision history of the policy, which are available on the UNIVERSITY website and by continuing to use the University's Resources following any update it is considered acceptance on the revised terms of this Policy.

Contact Us

- If you have any queries in relation to this policy, please contact:

Policy Framework and Development Committee Details

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