



6. FEEDBACK SYSTEM POLICY

Statement

TKM College of Engineering understands that a teaching-learning system followed by an educational institution needs continuous refinement. To capacitate this process of continuous refinement, the institution shall adopt a feedback system that takes suggestions from stakeholders of each programme. The institution follows a well-defined and formal feedback system implemented at different levels.

Scope

Through feedback from all stakeholders, this policy will eventually assist in continuously improving the teaching-learning process and the curriculum.

Procedure

- The feedback from students regarding the quality of teaching shall be collected, twice in every semester (mid semester and end semester), through the college campus management software ETLAB. Teaching index value is calculated by the system for each teacher. The results are made available to teachers, advisors of each class, the Heads of Departments and principal through ETLAB.
- Student feedback regarding the teaching-learning process is also collected from students during class committee meetings.
- At the end of each semester students are required to complete a semester exit survey. In this, students will be required to respond to questions that examine how effective the teaching-learning process was in aiding the student attain the respective Course Outcomes.
- Feedback shall be collected from graduating batches to evaluate if the institution has been able to instill the skills necessary to meet the objectives of

the programme. This survey shall be used to identify the difficulties the students faced during their course at TKMCE.

- Being an institution that shapes individuals to build technologies for the future, TKM College of Engineering lays constant insistence on updating the curriculum to equip students with the knowledge and skill necessary for the same. To make this possible, the institution shall regularly gather opinions regarding industry skills that are of highest demands, directly from industry personnel. Industry experts shall be invited for stakeholder meetings conducted by each Department, and their viewpoints regarding emerging technologies be taken periodically. Department level committees along with subject group committees choose the content beyond the syllabus that needs to be delivered to the students, based on the collected viewpoints from the stakeholder meetings with industry experts.
- Employer surveys shall be conducted every year to gather information about the key strengths and weaknesses of students that they have recruited from this college. Employer survey is a key component in deciding skills the students lack expertise in. The course delivery shall be modified to alleviate these shortcomings for the forthcoming batches of students.
- Furthermore, feedback from recruiters shall be collected by the Career Guidance and Placement Unit (CGPU). This information shall be used by CGPU to organize placement training programmes which shall make it comfortable for students to secure jobs.
- Alumni feedback is another important component of the feedback system. TKMCE is an institute having one of the strongest alumni networks. Alumni of the institution span across the globe and are well connected with the institution through alumni associations. Feedback from this nexus, comprising individuals from all spheres, has been imperative in improving the quality of education over the years. Feedback shall be collected from alumni periodically through appropriate means.
- For the overall improvement of the character of a student, the institution shall take feedback from parents and guardians. These shall be gathered during PTA meetings and stakeholder meetings.
- Stakeholder meetings shall be convened once in a year at the Department level to gather feedback from stakeholders on various aspects of the programme. The institution aims to produce technically competent socially responsible individuals.

- Suggestions from members of the local community and social workers shall be collected by the institution. To facilitate this, social workers and members from the local community shall be invited to all stakeholder meetings. Their views shall be used to shape the programme.

These collected feedback shall be consolidated and discussed in Department level committee meetings (DAC, DQAC and DMC), to decide the necessary actions needed at Department level. The consolidated reports shall be presented at institution level committee meetings. The feedback shall be used to scrutinize and refine the policies so that the institution moves closer to its vision.

Frequency of reviews/ meetings

- Feedback from students is conducted twice (mid and end) in a semester
- Feedback from all other stakeholders such as alumni, industry, employers & recruiters, subject experts etc. is conducted every academic year
- Each department keeps a visitor's diary where feedback during any special events is recorded.
- IQAC/ Subject group committees may request for a programme specific feedback as and when required

Related/ Supportive document

Feedback from:

- Faculty evaluation survey (mid and end semester)
- Course committee meetings
- Course exit survey
- Graduate survey
- Alumni survey
- Employer survey
- Stakeholder survey
- Visitor's logbook

Custodian

- Individual departments
- IQAC