34.1 OBJECTIVES

Peri Institute of Technology is committed to providing quality education in an environment that fosters learning and growth. To achieve this, the institute has implemented a feedback system that gathers suggestions from various stakeholders, including students, teachers, alumni, and employers, for each academic year. Feedback forms are distributed to all stakeholders, and the filled forms are collected. The feedback is analyzed, and valuable suggestions from stakeholders are considered for implementation. Necessary actions are taken based on these suggestions, and an action report is submitted to the management.

34.2 FEEDBACK PROCESS

1. **Stakeholders for Feedback Collection:**

   o Students

   o Teachers

   o Alumni

   o Employers

2. The stakeholder questionnaires are updated annually, based on identified needs.

3. Feedback forms are designed to address aspects such as curriculum and the overall college environment. Feedback is regularly collected from stakeholders.

   o Feedback from students and teachers is collected online.

   o Feedback from employers and alumni is collected through offline or hybrid modes, depending on feasibility, within a specific timeline.

4. Stakeholders are requested to complete the feedback forms by providing ratings (Excellent, Very Good, Good, Average, Poor) along with their suggestions.

5. The feedback collected is consolidated and analyzed. A stakeholder-wise report is generated and reviewed in departmental meetings.

6. A target is set for each question prior to feedback collection. Based on the analysis report, suggestions from stakeholders are forwarded to the department advisory committee. The committee reviews these suggestions and recommends necessary actions for areas that fall below the target, ensuring alignment with industry requirements and real-world problem-solving skills.

FEEDBACK PROCESS	REMARKS
Feedback Collection	Applicable to all courses and collected through offline during Alumni meet and regular academic schedule.
Feedback Receiver	IQAC
Frequency of the feedback collection	Once in a Year for all twice in a semester for students
Metrics used for Calculation	5-Strongly disagree, 4-Disagree, 3-Satisfactory, 2-Agree, 1-Strongly agree
Target	75% Strongly agree, Agree and Satisfactory
Action Taken/ Corrective measures taken	Below 75% and suggestions provided with Comments

34.3 ACTION TAKEN FOR FEEDBACK

The feedback collected from various stakeholders is thoroughly analyzed, and actionable steps are implemented to address areas of improvement. The following outlines the detailed action plan policy:

1. **Analysis of Feedback:**

   o All feedback forms are consolidated and analyzed stakeholder-wise (students, teachers, alumni, and employers).

   o The analysis focuses on identifying strengths, weaknesses, and areas for improvement based on the ratings and suggestions provided.

   o Questions or areas with ratings below the pre-set targets are prioritized for action.

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2. **Review and Discussion:**

   o The analyzed feedback report is presented in departmental meetings.

   o Suggestions and areas requiring improvement are discussed in detail.

   o Each department reviews feedback relevant to its operations, focusing on curriculum, teaching methodologies, infrastructure, and overall college ambience.

3. **Recommendations to the Department Advisory Committee:**

   o All actionable suggestions and feedback points below the target are forwarded to the Department Advisory Committee.

   o The committee evaluates the feasibility and relevance of the suggestions, ensuring alignment with industry standards and real-world problem-solving skills.

- The committee prioritizes the implementation of suggestions that will enhance the quality of education and improve stakeholder satisfaction

4. **Implementation of Actions:**

- Approved suggestions are converted into action items, and a detailed action plan is formulated.

- Specific timelines and responsibilities are assigned to faculty, administrative staff, or other stakeholders for implementation.

- The actions may include:

  - Revising the curriculum to include industry-relevant topics.

  - Conducting training programs for faculty to enhance teaching methodologies.

  - Improving college infrastructure and facilities.

  - Organizing workshops, guest lectures, or skill development programs to bridge gaps identified by employers and alumni.

  - Addressing issues related to campus ambience or resources.

5. **Monitoring and Follow-Up:**

- The progress of each action item is closely monitored by the respective departments.

- Regular updates are shared with the Department Advisory Committee and management to ensure timely completion.

6. **Action Report Submission:**

- A detailed action-taken report is prepared for each academic year, summarizing:

    - The feedback received and analyzed.

    - The actions implemented based on stakeholder suggestions.

    - The outcomes and improvements achieved.

- This report is submitted to the management for review and recordkeeping.

7. **Communication of Actions to Stakeholders:**

- The stakeholders who provided feedback are informed about the actions taken based on their suggestions.

- This is done through newsletters, emails, or meetings, ensuring transparency and accountability.

8. **Continuous Improvement:**

- Feedback collection and action implementation are ongoing processes.

- Lessons learned from previous feedback cycles are incorporated into future processes to enhance the system's effectiveness.

The feedback analysis and action taken are published in the institution's website.