

## POLICY ON FEEDBACK MECHANISM

Policy Code: **P F M 5 2**

### 1. INTRODUCTION

In the classical language Sanskrit, Naipunnnya means ‘expertise’ or ‘mastery’. Naipunnnya, as the name signifies, aims at professionalism, discipline and holistic development of the students. The institute is unique in its approach towards professionalism whereby all get a platform to refine and mould their talents. Expansion of knowledge is an ongoing process here. **Naipunnnya School of Management, Cherthala (NSMC)**, a project of the Archdiocese of Ernakulam-Angamaly, was established in 2003 under the visionary leadership of His Excellency Mar Thomas Chakkiath. NSMC affiliated to the University of Kerala in 2005. Within a decade of its establishment, Naipunnnya became synonymous with academic and professional excellence.

### 2. POLICY STATEMENT

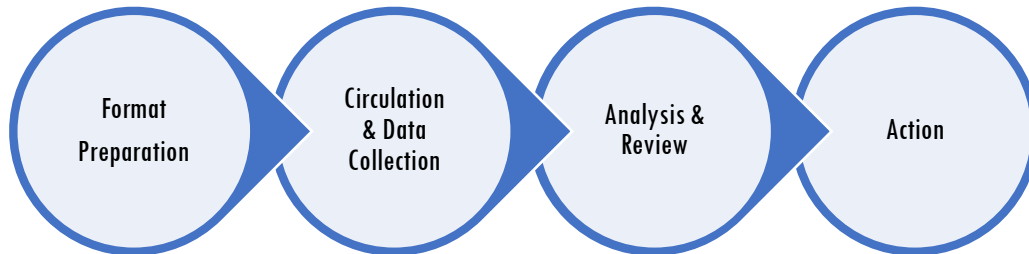
Feedback is the essence of two-way communication between the provider and the receiver. Effective feedback, both positive and negative is important for continuous improvement as it helps in understanding the strengths, weaknesses, opportunities and challenges faced by the organization. It is advantageous 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

### 3. 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.

#### 4. STAKE HOLDERS

The multiple stakeholders of NSMC are:

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

## 5. TYPES OF FEEDBACK

### 5.1 Student's 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.

### 5.2 Teachers' 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.

### 5.3 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’.

#### **5.4 Employers’ 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.

### **6. 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.

### **7. 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 intuitional website.

## 8. 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.survele.com](http://www.survele.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

**Amendments/Review:** This policy shall be reviewed periodically 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.

**Indicative time of Review: 06/12/2025**

**Administering Entity: Principal, Vice principal, Executive director, IQAC Coordinator**

**Approval Authority: College council**

## Student's Feedback Questionnaire

1. Full Name
2. Admission Number
3. Email ID / Contact Number
4. Year of Admission
5. Course
6. Academic year
7. Does the curriculum have scope for acquiring strong knowledge and intellect on the specific domains.
  - A. Strongly agree
  - B. Agree
  - C. Neutral
  - D. Disagree
  - E. Strongly Disagree
8. Does the curriculum have good mix of theory and laboratory aspects of courses.
  - A. Strongly agree
  - B. Agree
  - C. Neutral
  - D. Disagree
  - E. Strongly Disagree
9. How has the curriculum facilitated your development of analytical and problem-solving skills?
  - A. Excellent
  - B. Good
  - C. Average
  - D. Below average
  - E. Poor
10. Rate the scope of the syllabus in enhancing entrepreneurship skills/ lifelong learning/ human values and ethics.
  - A. Excellent
  - B. Good
  - C. Average
  - D. Below average
  - E. Poor

11. The innovative pedagogical approach practiced by the faculty enhances the participative learning and experiential learning for you
- A. Excellent
  - B. Good
  - C. Average
  - D. Below average
  - E. Poor
12. Are you given opportunities to demonstrate your innovative skills, leadership skills, communication skills.
- A. Excellent
  - B. Good
  - C. Average
  - D. Below average
  - E. Poor
13. How would you rate the overall quality of teaching and learning process in the institute?
- A. Excellent
  - B. Good
  - C. Average
  - D. Below average
  - E. Poor
14. How do you rate the institution in terms of the usage of technology in the teaching learning process?
- A. Excellent
  - B. Good
  - C. Average
  - D. Below average
  - E. Poor
15. Rate the opportunities the curriculum provides to excel in co-curricular and extracurricular activities.
- A. Excellent
  - B. Good
  - C. Average
  - D. Below average
  - E. Poor
16. How would you rate the overall Ambiance of the Institution?
- A. Excellent
  - B. Good



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- C. Average
- D. Below average
- E. Poor

## Faculty's Feedback Questionnaire

1. Full name:
2. Department:
3. Mobile number:
4. Rate your opinion on the relevancy/ sufficiency of the courses on latest trends.
  - A. Excellent
  - B. Good
  - C. Average
  - D. Below average
  - E. Poor
5. Does the curriculum have good mix of theory and practical aspects of courses
  - A. Excellent
  - B. Good
  - C. Average
  - D. Below average
  - E. Poor
6. How do you rate courses in terms of their relevance to the latest and the future technologies?
  - A. Excellent
  - B. Very Good
  - C. Good
  - D. Average
  - E. Poor
7. Does the curriculum include value added courses/ soft skill training/ domain specific electives for enhancing constructive learning.
  - A. Strongly agree
  - B. Agree
  - C. Neither agree or disagree
  - D. Disagree
  - E. Strongly Disagree

8. Your view on whether the experiences gained through Projects/ Internships/ certifications facilitated more Employability skills/ Communication skills/ confidence in students.
  - A. Excellent
  - B. Good
  - C. Average
  - D. Below average
  - E. Poor
9. How would you rate the overall academic performance of the institution?
  - A. Excellent
  - B. Very Good
  - C. Good
  - D. Average
  - E. Poor
10. Does the curriculum clearly state the learning outcomes and the process of assessment and evaluation?
  - A. Strongly agree
  - B. Agree
  - C. Neither agree or disagree
  - D. Disagree
  - E. Strongly Disagree
11. Infrastructural facilities are available in the college
  - A. Excellent
  - B. Good
  - C. Average
  - D. Below average
  - E. Poor
12. How do you rate the environment in the college is conducive to teaching and research?
  - A. Excellent
  - B. Good
  - C. Average
  - D. Below average
  - E. Poor
13. How would you rate the overall Ambiance of the Institution?
  - A. Excellent
  - B. Very Good

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- C. Good
- D. Average
- E. Poor

## Alumni Feedback Questionnaire

1. Full name
2. Course
3. Year of pass out
4. Designation/Profile
5. Rate your opinion on the relevancy/ sufficiency of the courses meeting the industry requirements?
  - A. Excellent
  - B. Good
  - C. Average
  - D. Below average
  - E. Poor
6. Rate whether the experiences gained through projects/ internships/ certifications facilitated more employability skills/ communication skills/ confidence in you.
  - A. Excellent
  - B. Good
  - C. Average
  - D. Below average
  - E. Poor
7. How effective is the Curriculum in developing analytical and problem-solving skills
  - A. Excellent
  - B. Good
  - C. Average
  - D. Below average
  - E. Poor
8. Does the curriculum include value added courses/ soft skill training/ domain specific electives for enhancing constructive learning.
  - A. Strongly agree
  - B. Agree
  - C. Neither agree or disagree
  - D. Disagree



- E. Strongly Disagree
9. Rate the scope of the syllabus in enhancing entrepreneurship skills/  
lifelong learning/ human values and ethics.
- A. Excellent
  - B. Good
  - C. Average
  - D. Below average
  - E. Poor
10. Rate the scope of the curriculum in developing the following attributes -  
creativity, leadership, innovation, self motivation, workplace ethics,  
social responsibility
- A. Excellent
  - B. Good
  - C. Average
  - D. Below average
  - E. Poor
11. Your opinion on the various platforms and opportunities facilitated by the  
Institution to achieve your goals.
- A. Excellent
  - B. Good
  - C. Average
  - D. Below average
  - E. Poor
12. Is the curriculum facilitating enhancement of practical competencies as  
needed by the industry?
- A. Excellent
  - B. Good
  - C. Average
  - D. Below average
  - E. Poor
13. Rate the Infrastructural facilities available in the college
- A. Excellent
  - B. Good
  - C. Average
  - D. Below average

E. Poor

14. How would you rate the overall Ambiance of the Institution?

A. Excellent

B. Good

C. Average

D. Below average

E. Poor

## Employer Feedback Questionnaire

1. Full Name
2. Designation
3. Name of the Company / Firm
4. Email ID / Contact Number
5. Rate your opinion on the relevancy/ sufficiency of the courses meeting the industry requirements?
  - A. Excellent
  - B. Good
  - C. Average
  - D. Below average
  - E. Poor
6. Rate the applicability of the tools/activities/case studies presented in the curriculum facilitating more employability skills among graduates.
  - A. Excellent
  - B. Good
  - C. Average
  - D. Below average
  - E. Poor
7. How effective is the Curriculum in developing analytical and problem-solving skills
  - A. Excellent
  - B. Good
  - C. Average
  - D. Below average
  - E. Poor
8. Does the curriculum include value added courses/ soft skill training/ domain specific electives for enhancing constructive learning.
  - A. Strongly agree
  - B. Agree
  - C. Neither agree or disagree
  - D. Disagree
  - E. Strongly Disagree

9. Rate the scope of the syllabus in enhancing entrepreneurship skills/  
lifelong learning/ human values and ethics.
- A. Excellent
  - B. Good
  - C. Average
  - D. Below average
  - E. Poor
10. Rate the effectiveness of syllabus in developing skill oriented human  
resources
- A. Excellent
  - B. Good
  - C. Average
  - D. Below average
  - E. Poor
11. Curriculum reflects current trends and practices in the respective  
disciplines.
- A. Excellent
  - B. Good
  - C. Average
  - D. Below average
  - E. Poor
12. Rate the Infrastructural facilities available in the college
- A. Excellent
  - B. Good
  - C. Average
  - D. Below average
  - E. Poor
13. How would you rate the overall Ambiance of the Institution?
- A. Excellent
  - B. Good
  - C. Average
  - D. Below average
  - E. Poor