

The 360 Degree Feedback Project

Goal:

- To enhance the teaching learning environment by taking into consideration the opinions and responses of the stakeholders
- To keep a check and control over the various quality enhancing processes in the institution and analyse the efficiency of these processes.

The Context:

Feedback is an essential part of understanding the efficiency of any program run by an institution. The voice of the stakeholders of the institution should be heard and steps need to be taken on implementing the suggestions and ideas put forth. The institution every year takes feedback of students and parents with regards to the teaching learning process, curriculum, and the facilities provided through structured questionnaires. Feedback from alumni is taken through meetings and informal discussions. This year we wanted to take feedback from all stakeholders and map the feedback in a more organised formal manner.

The Process:

The Stakeholders of an educational program can be listed as below:

1. Students
2. Parents
3. Teachers
4. University / Accreditation Bodies
5. Employers
6. Social organisations

Students being the most important of all stakeholders, structured feedback was taken from them at every level:

1. Student feedback on individual teachers and the teaching methodology used
2. Student Satisfaction feedback
3. Student feedback after their course completion of the entire teaching-process, curriculum and environment
4. Students feedback with respect to the administrative staff
5. Student feedback was recorded after every activity conducted by various committees and associations.

The Suggestion box was popularised and students were encouraged to give suggestions.

Parents' feedback was taken through a structured questionnaire at two levels:

1. Feedback during the admission regarding the admission process
2. Overall feedback of parents during the Parent teacher meeting

Teachers' feedback was taken at three levels:

1. Teachers from our institution gave feedback on the overall work culture of the institute
2. Teachers from other colleges gave feedback on various aspects of the institute at the seminars and workshops organised by the institute
3. Teachers from other colleges invited as moderators noted their feedback on the evaluation process of the examiners.
4. At the departmental level the Head of the Department conducted Lecture Observation of every faculty of the department.

Feedback by Auditing Bodies:

The college has teaching faculty that are certified auditors as per the requirements of ISO: 9001:2015. Internal Audit was conducted on Friday, 13th and Saturday, 14th October 2017 by the trained internal auditors. The summary of the Audit conducted is attached.

Administrative audit was conducted on 18th may 2018. The audit was done by Shri Mohan J. Shinde Ex Registrar Patkar College, Goregaon West and Shri Chandrakant M, Amin, Ex Registrar N.K. College, Malad West. The Audit report is attached.

Employers:

Feedback was taken from employers that took part in Job Fair.

Evidence of Success:

The Feedback process has brought about a greater transparency and accountability in all aspects related to the educational processes responsible for the academic growth of students.

Problems encountered and resources required:

The huge amount of data entry for analysis for analysis was a daunting task.

Detailed report of Student Feedback on Teachers being confidential remains with the Principal and a copy is given to each teacher for reference.