



TECHNO INSTITUTE OF HIGHER STUDIES

(AFFILIATED TO UNIVERSITY OF LUCKNOW, LUCKNOW)

FEEDBACK POLICY

Performance of institute is constantly analyzed on the basis of effective learning outcomes. Feedback mechanism is essential to know whether the institute is reforming good and imparting quality education. Hence, the institute imparts policy to make feedback forms available for different stakeholders to analyze the performance on different aspects.

Purpose and Scope

- To maintain a current consciousness of the desires forecast of students and stakeholders of the institute.
- Provides space for continuous enhancement and improvement of all curriculum, services, facilities and procedures.
- Audit and enhance the aspects of students' learning experiences through the timely collection, analysis and reporting of student feedback concerning teaching, learning and assessment.
- Providing students and stakeholders with the scope to actively participate in the continual improvement of programs of study by feedback collected on timely basis.


RESPONSIBILITIES

Academic Council and Internal Quality Assurance Cell (IQAC) have flourished feedback mechanism and procedure for its analysis. Coordinator, IQAC and the other faculty members from different departments will be jointly responsible for the collection, analysis and reporting of student and stakeholder feedback relating to academic and other allied program conducted in institute.

STAKEHOLDERS

Stakeholders are person/s that has associated with the Institute. Stakeholders included, but are not limited to:

1. Students
2. Alumni
3. Employers
4. Library



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Techno Institute of Higher Studies
Lucknow


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Techno Institute of Higher Studies
Lucknow

Feedback Mechanism

IQAC shall prepare formats of feedback forms for respective stakeholders. The feedback can be collected through online or offline methods. Filled feedback forms shall be analyzed by IQAC. Feedbacks are to be collected under following broad head -

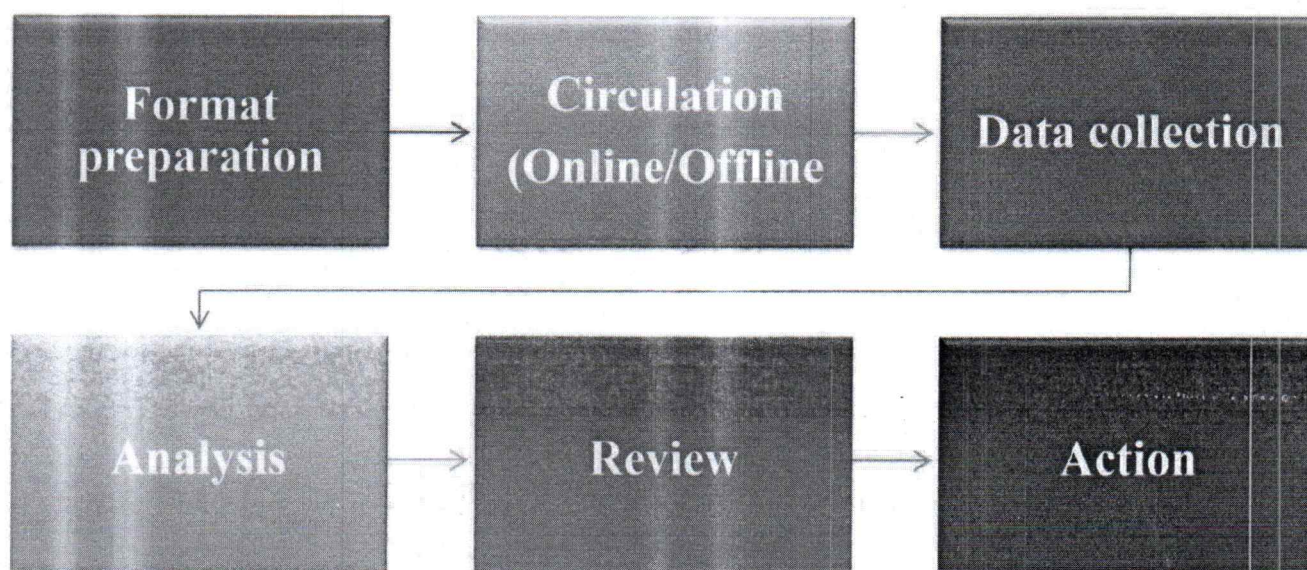
- Feedback from Students-Annual (Annexure-I)

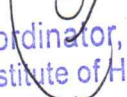

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- Feedback from Alumni-Annual (Annexure-II)
- Feedback from Employer/s-Annual (Annexure-III)
- Feedback for Library-Annual (Annexure-IV)

Feedback on curriculum shall be taken from all the stakeholders to analyze the success of existing curriculum and to suggest valuable suggestions in other aspects related to teaching, learning and other processes.

After the feedback analysis, it shall be forwarded to the competent authority for further processes and action. Based on feedback analysis, action taken report shall be generated and necessary remedial measures taken on timely basis.




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ANNEXTURE-I

STUDENT FEEDBACK FORM (छात्र प्रतिक्रिया प्रपत्र)

SESSION:20 -20

Name of Student (छात्र/छात्रा का नाम): _____

Father's Name (पिता का नाम): _____

Name of Course (पाठ्यक्रम का नाम): _____ **Department (विभाग):** _____

Year/Sem. (वर्ष/सेमेस्टर): _____ **Mobile Number (मोबाइल नंबर):** _____

Please give a rating on the following particulars (कृपया निम्नलिखित पर अपने पाठ्यक्रम की रेटिंग दें)

Scale (पैमाना)	5	4	3	2	1
Experience (अनुभव)	Excellent (उत्कृष्ट)	Very Good (बहुत अच्छा)	Good (अच्छा)	Average (औसत)	Below Average (औसत से कम)

S. No	Particulars	Rating
1	Learning value (like skills, concepts, knowledge, analytical abilities or broadening perspectives (सीखने का मूल्य जैसे कौशल, अवधारणाएं, ज्ञान, विश्लेषणात्मक क्षमता एंया व्यापक दृष्टिकोण)	
2	Depth of the course content (पाठ्यक्रम सामग्री की गहराई)	
3	Extent of coverage of course (निश्चित रूप से पाठ्यक्रम की पूर्णता)	
4	Extent of effort required by students (छात्रों द्वारा आवश्यक प्रयास की सीमा)	
5	Relevance / learning value of project / report (परियोजना / रिपोर्ट की प्रासंगिकता / सीखने का मूल्य)	
6	Academic content (शैक्षणिक सामग्री)	
7	Fairness of evaluation (मूल्यांकन की निष्पक्षता)	
8	Interaction with faculties (फैकल्टी के साथ इंटरैक्शन)	
9	Interaction with administration (प्रशासन के साथ सहभागिता)	
10	Library facilities (पुस्तकालय की सुविधा)	
11	Computer/ Lab facilities (कंप्यूटर/लैब सुविधाएं)	
12	Hostel facilities (छात्रावास की सुविधा)	
13	Use of teaching aids and ICT in the class to facilitate teaching (शिक्षण की सुविधा के लिए कक्षा में शिक्षण सहायक सामग्री और आईसीटी का उपयोग)	
14	Experience of the admission process to the programme you have enrolled in (आपके द्वारा नामांकित कार्यक्रम में प्रवेश प्रक्रिया का अनुभव)	
15	Overall experience with internal assessment (Quiz, Assignments, Presentations etc.) (आंतरिक मूल्यांकन, प्रश्नोत्तरी, असाइनमेंट, प्रस्तुति आदि के साथ समग्र अनुभव)	
16	Extra-curricular activities (पाठ्येतर गतिविधियां)	
17	Classroom facilities (Projector, white boards etc.) (कक्षा सुविधाएं प्रोजेक्टर, व्हाइट बोर्ड आदि)	
18	Sports facilities (खेल सुविधाओं)	
19	Healthcare facilities (स्वास्थ्य देख भाल की सुविधा)	
20	Entrepreneurial/Job skills (उद्यमी / नौकरी कौशल)	
21	Food Outlet/ Canteens (फूड आउटलेट / कैंटीन)	
22	Opinion on Value Added /Add-On course (मूल्य वर्धित पाठ्यक्रम परराय)	
23	Problem solving competence (समस्या समाधान क्षमता)	
24	Student-teacher relationship in the institution (संस्था में छात्र-शिक्षक संबंध)	
25	Overall Rating of the Programme (कार्यक्रम की समग्र रेटिंग)	
Would you recommend this institute to others (क्या आप दूसरों को इस संस्थान की अनुशंसा करेंगे):		
Yes हाँ: () No नहीं: ()		

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Date (दिनांक):

Principal
Techno Institute of Higher Studies
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Signature of Student छात्र/छात्रा का हस्ताक्षर

Manager
Techno Institute of Higher Studies
Lucknow

ALUMNI FEEDBACK FORM**SESSION- 20 - 20**

Name of Alumni: _____

Name of Course Completed: _____ Batch/Year: _____

Current Career Status: _____

Organization: _____

Designation: _____ Contact/ WhatsApp Number: _____

Please mark a tick [✓] in the appropriate cell for every statement:

S. No.	STATEMENT	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)
1	I am proud to be graduated/ post graduated from TIHS, Lucknow					
2	My undergraduate/ post graduate curriculum and learnings are helpful in my career building					
3	The institute has made tremendous progress in recent years					
4	The overall teaching and learning experience in institute during my tenure was excellent					
5	Institutional 'Career Guidance and Placement Cell' has provided on campus placement opportunities					
6	Every year, the institute successfully organizes an 'Alumni Meet'					
7	Alumni are successfully being included in all events and activities at TIHS, Lucknow					
8	TIHS is providing good hospitality to Alumnus					
9	I am willing to contribute in the development of institute					
10	I am willing to join the 'TECHNO ALUMNI NETWORK' (TAN)					
11	I think I can help my alma mater in the following ways:					

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Date: _____

Signature of Alumni: _____

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EMPLOYER'S FEEDBACK FORM

Session-20 -20

ANNEXTURE-III

The Respected employers of our institution are the core and this feedback intends to collect information related to our employers-

Name: _____

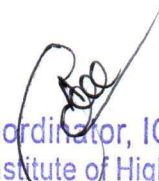
Department/Designation: _____

Email: _____ Contact/WhatsApp Number: _____

Scale	5	4	3	2	1
Experience	Excellent	Good	Average	Fair	Poor

S. No	DETERMINER	Rating
1	General communication skills	
2	Developing practical solutions to work place problems or working as part of a team	
3	Creative responses to workplace challenges	
4	Their planning and organization skills	
5	Self-motivated and taking an appropriate action	
6	Open to new ideas and learning new techniques	
7	Ability to contribute to the goal of the institute	
8	Technical knowledge/skills	
9	Ability to manage/leadership qualities	
10	Relationship with Seniors/Peers/Subordinates	
11	Involvement in social activities	
12	Ability to take up extra responsibilities	
13	Obligation to work beyond schedule if required	


If you are dissatisfied with any aspect, please give reason/s:


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How would our institute be improved?


Would you like to recruit from Techno Institute of Higher studies? Yes[] No[] May Be []

Would you refer us to other organization(s)? Yes [] / No []


Principal
Techno Institute of Higher Studies
Lucknow

Date:

Signature:


Manager
Techno Institute of Higher Studies
Lucknow

LIBRARY FEEDBACK FORM**SESSION- 20 - 20**

The core purpose of the institutional library is to cater and fulfill the information needs of its stakeholders. Your valuable feedback is very important for us to give you better services. We appreciate and request you to fill the following feedback form.

Name: _____

Father's Name : _____

Course: _____ Semester: _____

Email: _____ Contact/ WhatsApp Number: _____

1. How often do you visit the Library?

Regular [] Occasionally [] Never []

2. Is Library location convenient?

Yes [] No []

3. Is Library timing is suitable for you?

Yes [] No []

4. Are the required books or resources needed for your curriculum available in the Library?

Yes [] No []

5. Are you satisfied with the arrangement of books in the Library?

Yes [] No []

6. Do you like to use 'State' and 'National' online public library for study?

Yes [] No []

7. Is the library staff knowledgeable and helpful?

Agree [] Neutral [] Disagree []

8. Wi-Fi facility?

Excellent [] Good [] Fair []

9. Are you satisfied with the available reading space in the Library?

Highly satisfied [] Satisfied [] Not satisfied []

10. Are you satisfied with existing rules and regulations?

Highly satisfied [] Satisfied [] Not satisfied []

Any suggestion regarding library facilities:- _____

Principal
Techno Institute of Higher Studies
Lucknow

Date: _____

Signature: _____

Manager
Techno Institute of Higher Studies
Lucknow