



FEEDBACK POLICY

Aim: The primary aim of the feedback policy is to establish a systematic and structured approach to gather, analyse, and utilize feedback from stakeholders to continuously enhance the quality of education, administrative processes, and services offered by Don Bosco Arts and Science College, Chennai. By actively soliciting feedback from various stakeholder groups, the college aims to foster a culture of continuous improvement and responsiveness to stakeholder needs and expectations. This feedback-driven approach is crucial for maintaining high standards of educational excellence, ensuring effective administrative operations, and enhancing overall stakeholder satisfaction.

Scope: The feedback policy encompasses all facets of the college's academic and administrative operations. It includes mechanisms to gather feedback from different stakeholder groups, namely: Students, Alumni, Employers and Faculty members. The scope also extends to the systematic analysis of feedback data by the Internal Quality Assurance Cell (IQAC), which plays a pivotal role in synthesizing feedback findings, identifying trends, and proposing actionable measures. Reports summarizing feedback outcomes and actions taken are shared transparently through the college's website, promoting accountability and informing stakeholders of ongoing improvements.

Objectives

1. **Continuous Improvement:** Collect feedback from diverse stakeholder groups to identify areas for enhancement in teaching, learning, administrative processes, and alumni engagement.
2. **Stakeholder Engagement:** Foster engagement with stakeholders to address concerns and improve satisfaction.
3. **Quality Assurance:** Utilize feedback data to maintain and enhance quality standards in educational delivery and services offered by the college.
4. **Strategic Development:** Inform strategic decisions and policies based on feedback insights to align with stakeholder expectations and needs.

Procedure

Issuance of Feedback Mechanisms:

Feedback forms will be issued through appropriate channels:

- **Students:** Via the ERP portal at the end of each semester.
- **Alumni:** During alumni day events or through Google Forms.
- **Employers:** During campus recruitment visits or through Google Forms post-recruitment.
- **Faculty Members:** Annually through surveys or dedicated feedback sessions facilitated by the college.



Collection of Feedback:

Anonymous feedback will be collected to encourage candid responses and maximize participation.

Analysis of Feedback:

The IQAC will systematically collate and analyse feedback data to identify trends, common issues, and areas for improvement across stakeholder groups.

Preparation of Reports:

The IQAC will prepare:

- Analysis Reports: Summarizing feedback findings.
- Action Taken Reports: Detailing steps taken in response to feedback.

Uploading on the Website:

Summarized feedback reports, ensuring anonymity, will be uploaded to the college's website by the IQAC after each feedback cycle to promote transparency.

Action Taken:

Feedback results will inform:

- Internal actions: Departments and committees will develop action plans to address identified issues or suggestions.
- Reporting to management: Periodic reports will be presented to the college management.
- Reporting to the university: Summaries of feedback and actions taken will be submitted for quality assurance or accreditation purposes.

Review and Revision:

The feedback policy framework will undergo periodic review to ensure effectiveness and alignment with evolving stakeholder needs and expectations.

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