



Kumar Bhaskar Varma Sanskrit and Ancient Studies University,
Nalbari, Assam-781337

Feedback Policy and Guidelines

Introduction/Rationale

Accountability has been increasingly identified as a constitutive element of Public institutions in the recent period. In this context, the responsibility of offering quality higher education by the Universities has been acknowledged vis-à-vis an environment of accountability ensured through feedback from different stakeholders. In a way, a well-designed and functioning feedback mechanism may work as a recipe for effective accountability of the higher educational institutions. It is an effective tool to know whether the institution is delivering quality education and public services or not. A properly functioning Feedback mechanism is also indicative of the strength and opportunities that the institutions has as well as the weaknesses and challenges that it faces. Further, the responses recorded from different stakeholders about the different aspects facilitate inputs for effective evaluation of the University and indicate avenues to work on areas for quality improvement in its services.

With its commitment to ensure quality improvement in the fields of academic as well as administrative aspect of the University, the Kumar Bhaskar Varma Sanskrit and Ancient Studies University has delegated the responsibility to its Internal Quality Assurance Cell (IQAC) for undertaking appropriate measures for an effective feedback practice at the University.

Feedback Mechanism

For the purpose of maintaining an integrated and standard procedure of feedback at the University, the Internal Quality Assurance Cell (IQAC) prepared feedback scheme and procedures shall be followed by all departments under the different schools. Further, the categorization of feedback as prescribed by the IQAC shall be followed while collecting responses from different stakeholders. The format for feedback against all these different aspects shall be prepared from time to time by the IQAC. The feedback responses shall

be collected from the different stakeholders that include the students, teachers, parents, alumni, employees and employers.

Kinds of Feedback

- **Student's Feedback:** Since the students and their welfare are at the heart of the University, their opinion on different aspects of the University comprises an important criterion of the feedback mechanism. As such the Kumar Bhaskar Varma Sanskrit and Ancient Studies University has identified primarily three areas to collect feedback from students;
 - Feedback about Curriculum
 - Feedback about teaching quality
 - Feedback about the University and its administration
- **Teachers' feedback about Curriculum:** Teachers play a very prominent role in the entire process of teaching-learning and evaluation. As such, teachers' opinion matter a lot in matters of the academic aspect of the University. The purpose of this feedback is to obtain teacher's input on curriculum design, modification or revision, employability, exam pattern and reforms in the University. The IQAC may from time to time prescribe format for collective the feedback of the teachers as it deems fit.
- **Alumni Feedback:** The Alumnus is an important element of the University fraternity and thus their experience should be counted in matters important to the improvement of the University and its services. Their input in matters of quality of curriculum, as well as the programmes/courses helps the University to evaluate the vitality of the curriculum as well as understand the extent of attainment of the programme outcomes. Their feedback may be collected as part of the annual Alumni meet as well as through other online modes such as mail by the IQAC.
- **Parents' Feedback:** The Kumar Bhaskar Varma Sanskrit and Ancient Studies University considers the parents of its students as an important stakeholder and as such acknowledges their opinion to be of immense significance for the

improvement of its quality. The IQAC shall from time to time collect feedback from the parents on matters such as relevance of curriculum, employability, practical outcomes and overall satisfaction related to the academic or administrative facilities at the University through format as it deems fit.

- o **Employers' Feedback:** The Employers' feedback is part of the holistic assessment of the University's expectation and its quality. This feedback is to get employer's opinion on the curriculum and its effectiveness, assessment of quality of its passed out students as well as the performance of the employees at the University. The IQAC has been delegated the responsibility to collect these responses either directly or through other modes that it deems fit.
- o **Employees Feedback:** In order to ensure an inclusive feedback mechanism at the University, the IQAC has also been entrusted with the responsibility to collect feedback from the employees at the University. It will help in fulfilling the process of a 360 degree feedback mechanism in the University. Further, this feedback also implies awareness on part of the employees about the academic aspect of the University. As such, the IQAC may figure out suitable format to collect responses of the employees on matters of curriculum and working environment as well as other matters related to the University.

Analysis on received feedback

After the feedback is received, either the Internal Quality Assurance Cell (IQAC) may itself analyze the report (is and when required) or send it to concerned body. The feedback collected on curriculum from different stakeholders shall be sent to concerned departments for analysis. The respective Boards of Studies (BOS) may hold discussion on the feedback given by the different stakeholders, prepare analysis report and undertake appropriate action on the same. On the other hand, feedback on teachers and teaching shall be submitted to the office of the Registrar for analysis and appropriate action. In case, employer's feedback on the employees is collected,

that will be analyzed at the level of IQAC in coordination with the administrative authority.

Action taken on Feedback

One of the important aspects of the feedback mechanism is to take appropriate action against the feedback collected from different stakeholders. As far as the feedback related to Curriculum is concerned, based on the decision of the departmental Board of Studies (BoS), appropriate actions have to be undertaken by the concerned department. An action taken report needs to be presented in the meeting of academic council and the same needs to be submitted to the IQAC. In case of other issues, the IQAC will pursue that appropriate action is taken by the concerned organs of the University.

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