

Feedback Policy

Bundelkhand College, Jhansi

Introduction

The Feedback Policy of Bundelkhand College, Jhansi functions as a continuous mechanism to enhance the quality of teaching, learning, infrastructure, and curriculum delivery. It operates with the belief that active participation of all stakeholders—students, faculty, alumni, employers, and parents—strengthens academic and institutional growth. The policy ensures that feedback is systematically collected, transparently analyzed, and acted upon to create an environment of accountability and improvement.

Objectives

The policy works to:

- Promote a culture of continuous improvement in teaching and learning.
- Strengthen the curriculum by aligning it with industry, research, and societal needs.
- Ensure that students' academic experiences are regularly reviewed and enhanced.
- Provide faculty members with constructive insights for their professional growth.
- Monitor infrastructure and support systems to meet the evolving requirements of learners.
- Establish trust and transparency between the college administration and stakeholders.

Principles

The policy operates on the following principles:

1. **Transparency:** Every stage of feedback collection, analysis, and action remains open and accessible.
2. **Equity:** The feedback process treats all participants fairly, ensuring representation of diverse voices.
3. **Reliability:** The system ensures that responses are valid, verifiable, and consistently interpreted.
4. **Confidentiality:** Stakeholders feel secure that their feedback is respected and their identity protected.
5. **Accountability:** Every piece of feedback leads to action or explanation, ensuring that voices result in change.

Process of Feedback Implementation

1. **Collection**
 - Feedback is collected every semester through structured tools such as Google Forms, surveys, and interactive sessions.

- Students provide inputs on teaching quality, course content, classroom resources, and infrastructure.
 - Faculty members offer peer feedback on pedagogy and departmental functioning.
 - Alumni and employers share suggestions to strengthen employability and curriculum relevance.
 - Parents provide observations regarding student support and overall college environment.
2. **Analysis**
- The Academic Council or designated process owners examine the collected data systematically.
 - Criteria such as attendance, performance, and use of appropriate language are applied before considering responses valid.
 - Both qualitative and quantitative aspects of feedback are reviewed to identify trends, strengths, and areas requiring improvement.
3. **Action**
- Feedback analysis is followed by the preparation of an **Action Taken Report (ATR)**.
 - The ATR records steps such as curriculum revisions, faculty training, infrastructure upgradation, or introduction of support services.
 - In the case of faculty-related feedback, constructive suggestions are shared individually for professional development.
 - Recommendations requiring major reforms are presented in faculty meetings and to the Academic Council for approval.
4. **Review and Monitoring**
- Periodic reviews ensure that actions taken are producing measurable improvements.
 - The Internal Quality Assurance Cell (IQAC) monitors implementation and maintains records of progress.
 - Any recurring issues are flagged for strategic planning and long-term solutions.
5. **Publishing and Communication**
- Summarized findings and action reports communicated through college notice boards, meetings, and newsletters.
 - Transparency in sharing feedback outcomes builds credibility and strengthens the relationship between the institution and stakeholders.

Outcome

Through this policy, Bundelkhand College, Jhansi ensures that:

- The academic environment remains dynamic and responsive.
- Students experience visible improvements in teaching, learning, and support systems.
- Faculty members grow through reflective practice and professional development.
- The institution remains aligned with accreditation requirements and evolving academic standards.