



Andhra Christian College, Guntur

Affiliated to Acharya Nagarjuna University

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Criterion: VI

Metric: 6.1.1



Criterion-VI Governance, Leadership & Management

6.2.1 The Functioning of the Institutional Bodies is effective and efficient as Visible from Policies, Administrative setup, Appointment and Service rules, Procedures, Deployment of Institutional Strategic/Perspective/Development Plan etc.

Mechanism for Feedback Collection

FEEDBACK POLICY

Andhra Christian College, Guntur recognizes the importance of feedback as an integral part of the teaching and learning process, and aims to maximize the effectiveness of its use in practice. Feedback is collected at the end of each academic year from all stakeholders, i.e., Students, Faculty, Employers and Alumni. The extensive analysis is done on the feedback collected and suitable corrective measures are employed. The feedback is collected offline method.

Objectives: The feedback aims at continuous improvement of academic and administrative calibre, capacity building of the stakeholders and provide for overall betterment of the institution.

- Develop an ecosystem for academic excellence.
- Develop a systematic quality-check process for evolving, enhancing and sustaining excellence in academic practices.
- Ensure a learner-centric environment equipped with the latest technologies in teaching, research and knowledge sharing.
- Promote innovative practices to improve the effectiveness of teaching-learning experiences.

A structured feedback mechanism to stakeholders has been in place at the institute, so as to ensure High-Quality Technical Pedagogy. All the stakeholders play a pivotal role in the evaluation process.

The stakeholders are categorized into Internal – Management, staff, students, etc. External - alumni, employer, industry experts, resource persons etc.

Internal Stakeholders:

Management – Coordinates activities/programs at various levels in order to translate its vision, mission, objectives, strategies, goals, targets and outcomes, time to time.

Faculty – serve as feedback mechanisms of various electronic/physical channels to translate vision, mission, objectives, strategies, goals, targets and outcomes of the department/program me, time to time

Students – enable timely feedback on various activities/programs that help translate goals as career opportunities and capacity building.

External Stakeholders:

Parents: key players, who provide constructive suggestions for smooth functioning and betterment of the institution and their ward.

Alumni: Brand ambassadors, who convey the quality of TLP & professional success required to meet the global challenges.

Employers: Industry Representatives from ILM, Apex. Infosys, TCS, Deloitte, Capgemini, Amazon, Tech Mahindra support for professional / career / academic excellence and

advancement in appropriate arena through training session's by Placement Cell. Employers play pivotal role as academia and industry experts.

Modes of Feedback

The various modes of feedback collection are given below:

- Student feedback about the course and the program are collected at exit level.
- Alumni feedback is obtained through feedback survey.
- Parents' feedback - through Parent - Teachers meeting.

**The stakeholders feedback received through Institution web portal are also considered.

Stakeholders: Definition, Roles & Responsibilities

Stakeholder refers to:

1. Student
2. Alumni
3. Faculty
4. Employers
5. Parents

Roles and Responsibilities of the stakeholders:

- Participate in curriculum development.
- Evaluate the learning objectives and the proposed learning outcomes.
- Ensure that the learning objectives are in accordance with the programmed learning objectives and outcomes.
- Provide timely feedback on curriculum.
- Assess the relevance of programmes offered and courses taught in relation to current market trends and demands.
- Evaluate teaching-learning gaps and the strategies to bridge the same.
- Envision strategies which would address the challenges in industry-academia collaboration

Feedback Process:

The Feedback Process may comprise of 3 stages:

Stage I (Collection of Feedback): The filled-in feedback form to be collected by various academic departments.

Stage II (Analysis of feedback): The detailed analysis of filled-up feedback forms to be carried out by the IQAC; afterwards and the necessary recommendations are forwarded to the Affiliating University (Acharya Nagarjuna University) for approval; once approved, the same is shared with the concerned departments for appropriate action.

Stage III (Action Taken Report): The action taken report to be prepared based on the recommendation of the University for Further Improvements.

Feedback Mechanism of the Institution

The IQAC team of the Andhra Christian College remarkably collects the feedback on the academic performance and ambience from various stake holders, such as Students, Teachers, Employers and Alumni. The process was done using the Questionnaire method prepared by the Internal Quality Assurance Cell (IQAC) of the college. Feedback was collected from all stake holders, by using a four-point rating scale also analysed it using MS-Excel to identifying and drawing pertinent pointers to enhance the learning effectiveness.

1. Feedback is collected anonymously from the stakeholders of the college in random.
2. The collected feedback is then analysed and the report is submitted to the Head of the Institution.
3. Principal the Head of institution, thereby intimate the same to College Development Council to take necessary suggestions received through the Feedback.
4. The information is communicated to the Parent University as we follow the syllabus formulated by the Affiliated University.
5. The institution takes appropriate action based on the recommendations of the respective stakeholders and the complete report is uploaded in the college website after getting approval from the administrative body.

Collecting feedback from the stakeholders is most crucial for the success of every institution. All the feedbacks are analysed by using a four-point rating scale. The maximum score is 4 and the minimum score is 1, where

- 4 indicates Excellent
- 3 means Good
- 2 indicates Satisfactory
- 1 indicates Not Satisfactory.




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