

THE FEEDFORWARD MECHANISM AT SURANA COLLEGE 2020-21

Feedback and Feedforward mechanism is an ongoing process at the campus. The feedback is taken both formally and informally from time to time. The informal feedback is taken by the Principal, IQAC and Heads of Departments. The formal feedback is a Centralized mechanism and absolute confidentiality is maintained regarding the student's identity and their respective feedback.

The Feedback forms the basis of the Feedforward mechanism. The following is the mechanism followed to analyse, interpret and decipher the inputs given by the stakeholders.

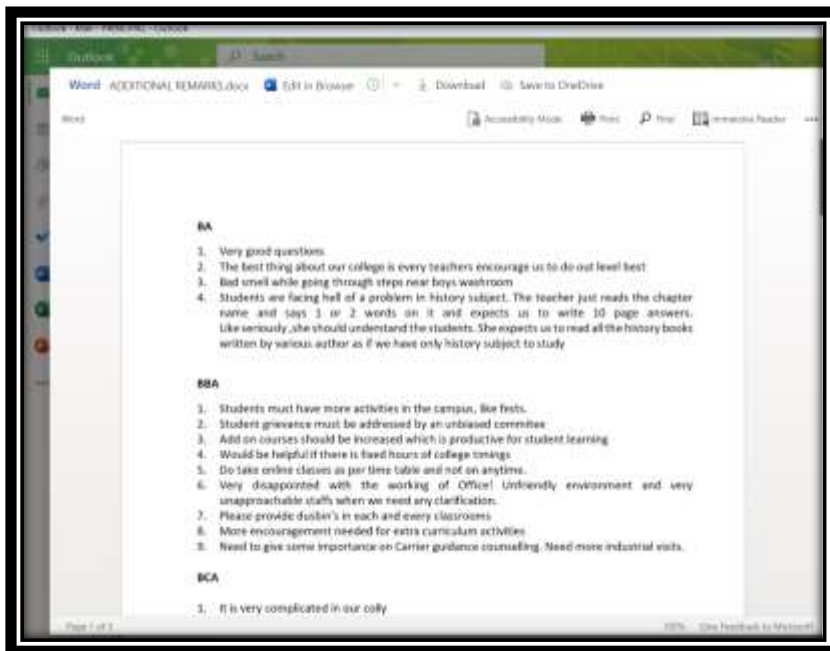
1. The feedback taken is classified into routine academic feedback, feedback regarding extra and co-curricular activities, library, office and administration, infrastructure and allied areas.
2. The scores provided for questions are analysed and mean score is identified. Mean Deviations are also calculated to understand areas of concern/improvement.
3. The qualitative answers are bucketed into the above-mentioned heads and a discussion is held with the respective heads.
4. Opportunity is provided to the Heads of departments to clarify/justify the feedback received.
5. Grey areas are identified to improve the system adopted so as to ensure that such complaints do not arise in future.
6. Apart from the above, random samples are picked from each program and interactions are held from the Principal's office with the students.
7. The final inputs are shared with the departments/programs to improvise the areas of concern.
8. The next feedback is taken at consistent intervals.

SAMPLE OF FEEDBACK: (QUANTITATIVE)

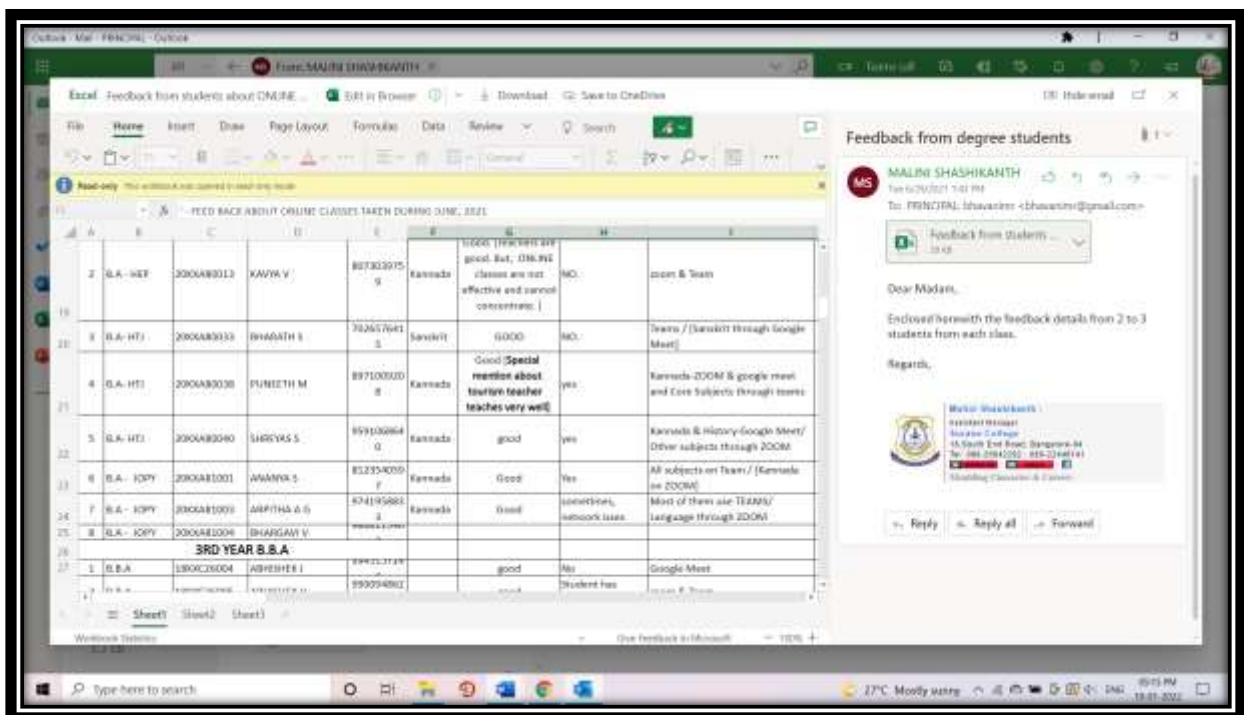
The image shows a screenshot of an Excel spreadsheet titled 'ORIGINAL RESPONSES 2020-21'. The spreadsheet displays a table with 12 rows of feedback questions and 7 columns representing ratings from 5 to 1. The 'RATING' column header is at the top, with 5, 4, 3, 2, 1, and 0 below it. The data rows show the number of responses for each rating and a calculated percentage.

	5	4	3	2	1	
1 Working hours of the library	189	183	465	88	38	70%
2 How the overall quality of teaching-learning process in your institute.	163	203	468	90	41	70%
3 Overall ambience and performance of library	233	188	463	104	34	70%
4 Teaching and learning process in your institution has taken you to cognitive, social and affective growth.	153	188	404	104	30	70%
5 Encouragement of student's participation in Workshops, Seminars, Conferences	184	164	457	104	37	74%
6 Encouragement of students to participate in community service activities, social responsibilities, sports, etc.	274	180	404	110	30	74%
7 Encouragement of students to participate in extracurricular activities, sports, etc.	254	188	404	104	36	74%
8 Adequacy of NON-CURRICULAR/Co-curricular activities in your institute	153	138	444	106	43	73%
9 Overall cleanliness and upkeep of the Buildings, corridors, campus and hostels and canteen.	235	133	448	107	40	73%

SAMPLE OF FEEDBACK: (QUALITATIVE)



SAMPLE OF FEEDBACK TAKEN FROM PRINCIPAL OFFICE: (RANDOM CHECKS)



METHOD OF ACTIVE ENGAGEMENT WITH THE FEEDBACK:

The Institute actively engages with the feedback: Read, Reflect and Implement

- Read it – read the feedback and read back through our assessment (both Qualitative and Quantitative) to make sense of the feedback
- Reflect – make sure we understand why we did well and where we can improve

- Look for reoccurring patterns - Check if the same feedback occurring over and over again. These give us insights for an in-depth scrutiny of what has to be changed – process or people.
- Implement - Feed forward. Make sure the feedback improves our future work and reduce the grey areas as far as possible.


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