



POORNIMA

INSTITUTE OF ENGINEERING & TECHNOLOGY

Affiliated to RTU, Kota • Approved by AICTE & UGC under 2(f) • Accredited by NAAC and NBA



FEEDBACK POLICY

ISI - 2, Poornima Marg, Sitapura, Jaipur, Rajasthan 302022
Website: www.piet.poornima.org



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Stakeholder Feedback Policy

Feedback is the fundamental component of two-way communication between a provider and a recipient. Efficient input from stakeholders, both favorable and unfavorable, is essential for the organization's ongoing development. This helps to identify the organization's advantages and disadvantages as well as its opportunities and challenges.

The organization establishes a stakeholder feedback policy on curriculum during every Governing Council meeting for continual development in curriculum design. The main objective of this policy is to get feedback from stakeholders such as Students, Alumni, Employers, Faculty to make the curriculum and syllabus to meet the expectations of the industry as well as research required in specific domain.

Considering the above fact, we have the following feedback mechanisms to ensure the improvisation of curriculum.

PURPOSE

This policy hereafter will be known as Poornima Institute of Engineering and Technology Stakeholder Feedback Policy (SFP) provides framework for collecting, analyzing and processing the information on stakeholder's perceptions on quality and effectiveness of the Institute Academic Processes for development, review and quality assurance processes will be accomplished by Internal Quality Assurance Cell (IQAC).

SCOPE

This policy will be applicable to all courses of study at different levels under all the faculty & institute. This policy applies to gathering and evaluating the feedback and suggestions about the curriculum and its design from all the internal and external stakeholders.

PRINCIPLES

Internal Quality Assurance Cell (IQAC) regards feedback from all the stakeholders including students, teachers, alumni and employers as a very important source of information to ensure the maintenance of effective, high quality and updated curriculum design.

POLICY

The Internal Quality Assurance Team (IQAC) is committed to establishing and maintaining an effective feedback system for frank communication with all student and stakeholder groups. This feedback will be used to ensure the quality and effectiveness of the course.



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- According to the policy, IQAC conducts survey of stakeholders to collect feedback on performance, teaching learning process, academic resources, beyond classroom learning facilities and employability of students
- The feedback process will be anonymous, systematic, strict and respect the rights of all stakeholders, and incorporate strategies to maximize the participation of stakeholders. At all stages of this process, complete privacy and confidentiality will be ensured.
- For each parameter, a questionnaire will be provided to stakeholders at the end of each semester. A series of questions consisting of performance, planning, design, and recommendation quality indicator surveys will form the basis of the survey, which is used to systematically evaluate the opinions of stakeholders on the syllabus.
- All stakeholders will be provided with opportunities for completely anonymous feedback.

RESPONSIBLE FOR IMPLEMENTATION

Internal Quality Assurance Cell (IQAC)

FEEDBACK PROCESS

The HoD & IQAC has a major role in obtaining structured feedback from all stakeholders and they are properly analyzed and due action are taken by the institution and its bodies like PAC, DAB & IQAC.

The Program assessment committee (PAC) plays a crucial role in analyzing feedback and improving the quality of education through support towards faculty and staff professional development related to assessment practices and data analysis. It also serves as a vital mechanism for generating feedback, promoting accountability and driving continuous improvement in educational programs.

The Department Advisory Board (DAB) plays a crucial role in obtaining feedback and guidance particularly in the context of improving educational programs, research activities and overall performance of the students.

IQAC presents the action taken report (ATR) on Feedback by Stakeholders to the Institution leadership, Governing body for further proceeding and as an when required IQAC submits the feedback collection reports to the RTU for improvements to the university curriculum.



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Stakeholder:

- Students** – Provide prompt feedback on different programs and activities that assist in converting objectives into career opportunities and capacity building.
- Alumni** – Brand ambassadors, who convey the quality of TLP & professional success required to meet the global challenges.
- Faculty** – Serve as mechanisms for feedback on different physical and electronic channels, translating the departments or program's vision, mission, objectives, strategies, goals, targets, and results from time to time.
- Employer** – Plays pivotal role as end-users of services of our graduates and plug skill-gaps, if any between academia and industry expectations.

With quality assurance in our graduate studies and programs, staff, academic administration, R&D, and professional consulting services along with our global partners, this process of involving various stakeholders emphasizes the needs of students in general and industry in particular. Remedial actions are made possible by the dissemination, gathering, analysis, and display of structured feedback that has been duly completed by our stakeholders both online and offline. All of our stakeholders can review the feedback template and remedial measures report by visiting the website. The following procedures are used to gather stakeholder input at the department/institute level: Formulation of vision, mission, objectives, strategies, goals and policies to maintain quality.

- a. Attainment of PEOs/POs/PSOs/COs of various programmes offered.
- b. Identify & address curriculum gaps if any and strive for continual improvement.
- c. Participation in various internal/external Academic & Administrative Committees such as Governing Body, Academic Council, IQAC, student committees, Alumni Association meetings, DAB and PAC.
- d. Involvement in orientation and admissions processes through student awareness camps/workshops, structure induction programs and inter/intra-departmental meetings.

OBJECTIVES OF THE FEEDBACK SYSTEM

- ❖ Improve academic procedures of institution
- ❖ To improve teaching pedagogy and quality of delivery.
- ❖ To implement the remedial action and steps to improve the quality of education.
- ❖ Improve faculty performance in curriculum delivery & achieving better faculty performance.
- ❖ Improve the attainment of Graduate Attributes.
- ❖ Improve the academic, Innovation, research and development culture of the Institution.



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- ❖ To improve the ambience and academic facilities of the institution

Feedback Mechanism

Feedback is obtained periodically from various stakeholders to enhance the academic/ professional/technical areas and motivate both students and staff to improve their performance. The feedback is used by the Department Heads, Principal, Director and Governing Council to initiate remedial measures. Further, the Feedback from various sources significantly contributes to improve performance of academic activities and effectiveness of Teaching learning process with ICT/ Modern-pedagogical techniques for the advancement of student's professional career.

Feedback on Teaching and Learning Process

Feedback from students is obtained periodically in a structured manner (online/offline) by the Head of the Department/IQAC on a regular basis before/after continuous evaluation, semester/session closing, and course/program exit survey. Students assess the quality of the teaching learning process based on the specified criteria. The feedback & its analysis is submitted to DAB, PAC & IQAC for major academic decisions such as need based specialist programs, training, Orientation Courses, SDPs, faculty quality enhancement, academic resources improvement, to attain the satisfaction of students and to bridge the gap of need of students.

Feedback on Ambience of Institute and Academic Resources:

The institution provides sustainable and state of the art infrastructure. Assessment of these facilities is based on the structured feedback from various stakeholders including, students, faculty members, Alumni and it helps in improving the infrastructure and facility for offering best in class academic, research & innovation environment in the campus.

Feedback on Academic Performance:

Structured feedback form is designed with parameters, metrics, levels and scales both at the institute and department level for all the programs to enhance Teaching Pedagogy, student interactions, curricular doubts, industry practices, state of the art technology, use of ICT, communication, evaluation, subject knowledge, punctuality, real-life examples, inter/multidisciplinary nature of the subject, stated PEOs,POs, PSOs, COs, evaluation, course attainment/ assessment,etc. The students fill their feedback to the best of their knowledge with utmost faith and honesty through a highly secure private login. This feedback helps in attainment of PO, PSO & CO's along with overall performance of students, faculty & institution and helps to



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improve the results of students and attainment of Graduate Attributes. This feedback is obtained from students, Teachers, Employers, Alumni .

All the surveys are helpful to the administrators to visualize their vision, change suitably their mission, strategies, targets and the ambition of stakeholders for sustainable development of both department and institution all leading to higher education and career advancement for young aspirants.

TYPES OF FEEDBACK FORMAT

- Student Feedback on Teaching learning taken by Department (Frequency Twice a year).(Form1(1)) through TCS ION.
- Student Feedback on Ambience and Resources of Institution .(Form 1(2),(3))
- Alumni Feedback objective is to analyze the quality of the academic activities in the Institutes, the job orientation of the curriculum, the co-curricular activities in the Institute, and the contribution of the Institute in instilling values and ethics. (Form 2)
- Employer Feedback gives reliable information about the readiness and performance of the graduates. (Form 3)
- Faculty Feedback refers to a structured document or questionnaire designed to gather opinions, evaluations, and suggestions from faculty members regarding the ambience of the institute, Course content of the University prescribed syllabus and improvements in state of art infrastructure. (Form 4)

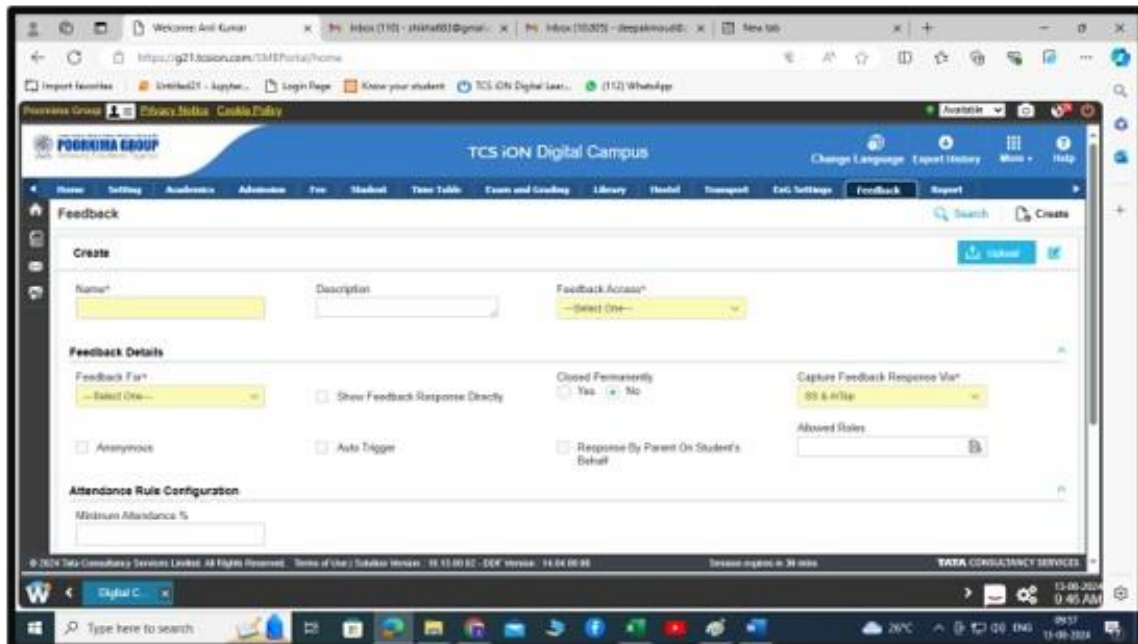


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Student Feedback Form on Teaching Learning from Department (Form 1 (1)):-





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Feedback Form Creation Page

Creates

Name: IJET_Etch_2027_Before MD Term | Description: IJET_Etch_2027_Before MD Term Session 2024-25(ODD) | Feedback Access: Public

Feedback Details

Feedback Form: Subjects Faculty | Show Feedback Response Directly: | Closed Permanently: Yes No | Capture Feedback Response Via: Top & Email

Anonymous: | Auto Trigger: | Response By Parent On Student's Behalf: | Allowed Roles: [Empty]

Attendance Rule Configuration

Minimum Attendance %: [Empty]

Feedback Scope

Site: PETA | Award Name: IJET | Program Name: IJET | Subject Name: IJET-Advanced Engineering M

Feedback Form Configuration Page

Feedback Details

Feedback Form: Subjects Faculty | Show Feedback Response Directly: | Closed Permanently: Yes No | Capture Feedback Response Via: Top & Email

Anonymous: | Auto Trigger: | Response By Parent On Student's Behalf: | Allowed Roles: [Empty]

Attendance Rule Configuration

Minimum Attendance %: [Empty]

Feedback Scope

Site: PETA | Award Name: IJET | Program Name: IJET | Subject Name: IJET-Advanced Engineering M

Activity: IJET-Advanced Engineering M

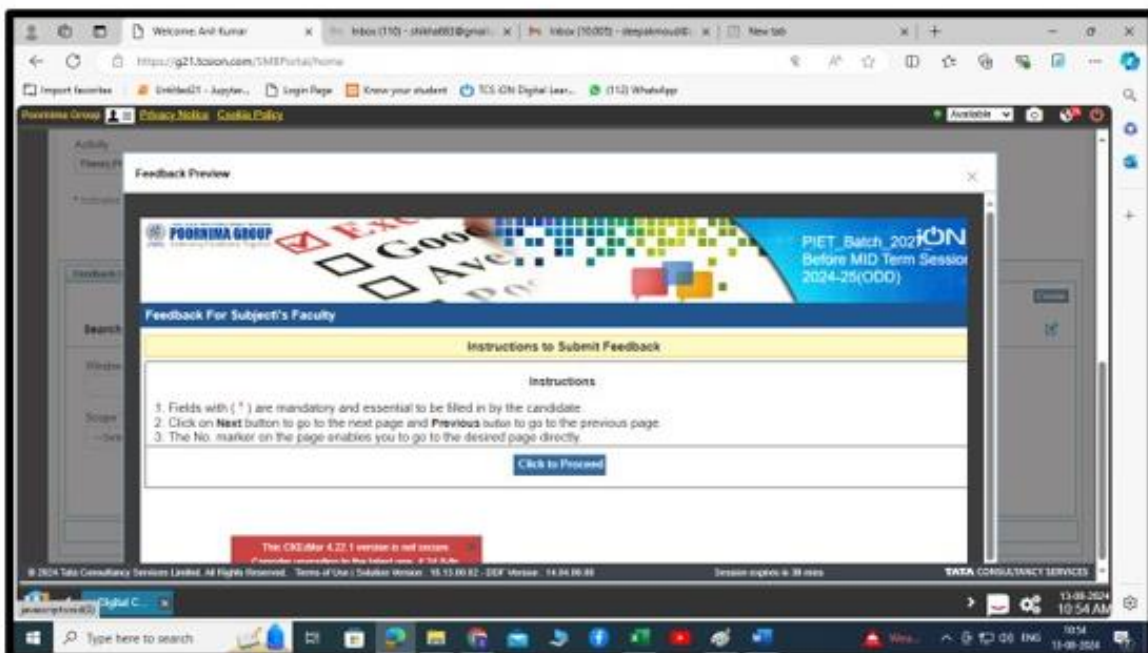
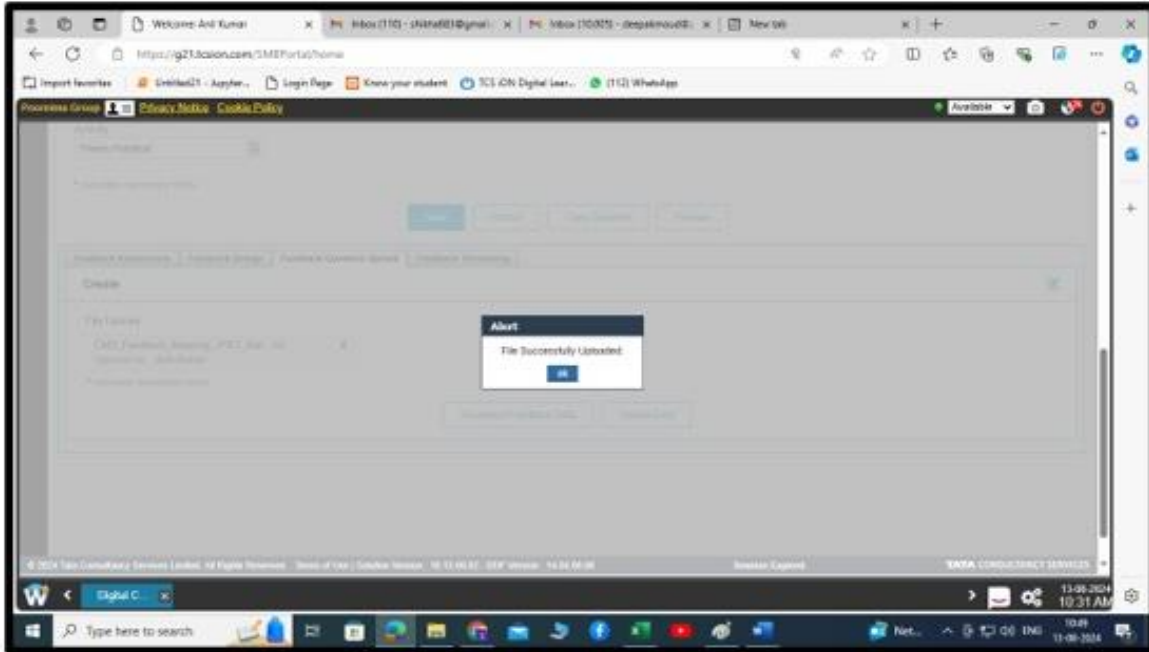
* Indicated mandatory fields



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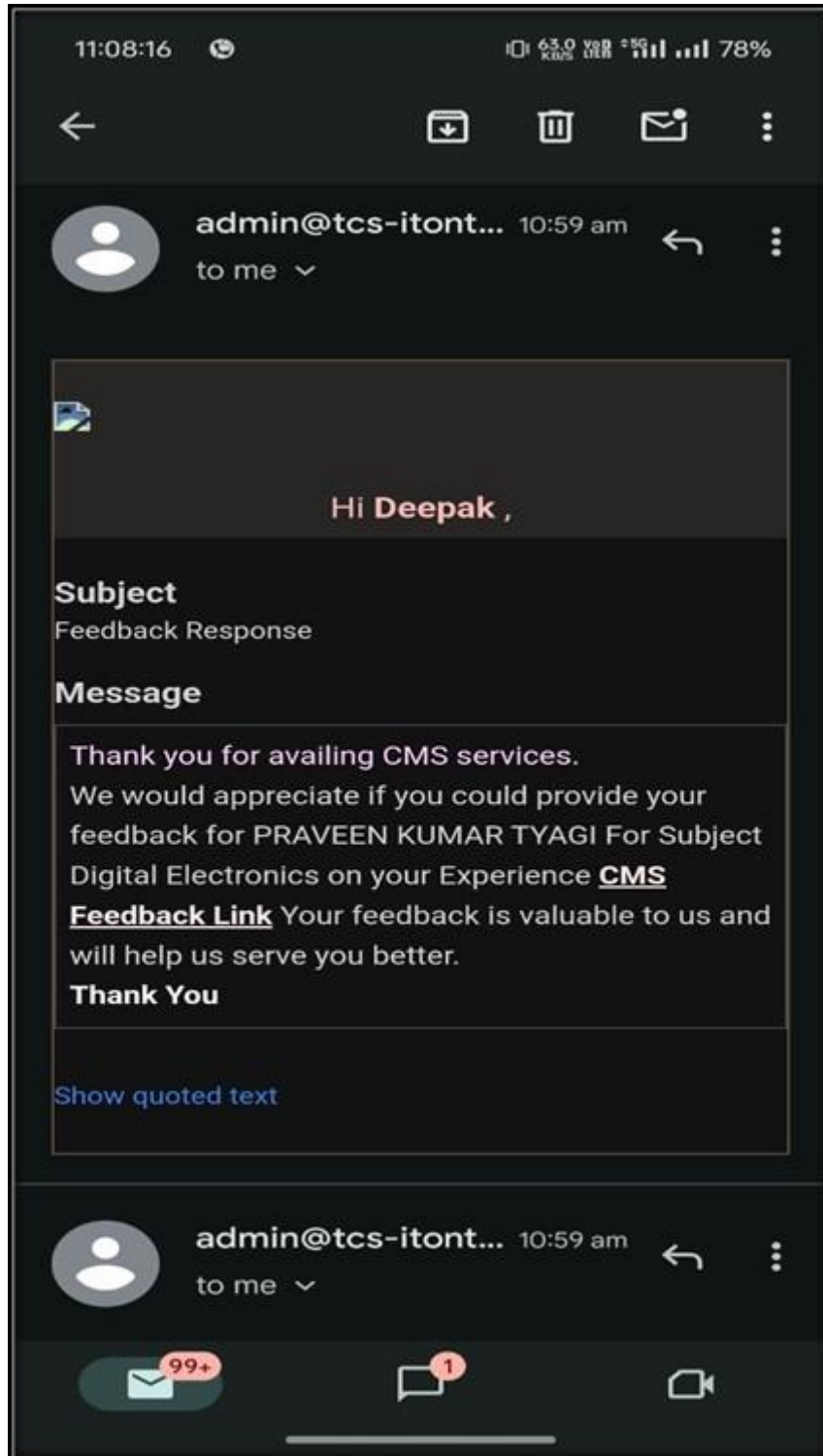




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Feedback Preview

PIET_2026_feedback After II Mid Term

Feedback For Subject's Faculty

Question Category 1	Strongly Disagree	Disagree	Sometimes	Agree	Strongly Agree
Teaching abilities *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to clarify the doubts *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regularity and punctuality *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Practical /application based teaching *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Content explained was easy to understand *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communicate distinctively & effectively *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall satisfaction *	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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Feedback Form on Academic Resources:- (Form 1:- (2))



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Department of _____ Engineering

FEEDBACK FORM ON FACILITIES

Dear Student,
Please give your overall assessment of our Institute. Please rate us on following criterion :
1 - Unsatisfactory, 2 - Satisfactory, 3 - Fair, 4 - Good, 5 - Very Good

S. No.	Details	1	2	3	4	5
1	Medical Facilities					
2	Infrastructures and Lab facilities					
3	Power Back up					
4	Cleanliness					
5	Library					
6	Public and Environmental Safety					
7	Canteen Facilities					
8	Internet & Wi-Fi					
9	Transport & Uniform					
10	Drinking water facilities					

Any other suggestions / comments:

Feel free to Contact:

HOD, Department of _____ Engineering

Mob: - +91-




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Feedback Form on Ambience :- (Form 1(3))



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Department of _____ Engineering

STUDENT FEEDBACK

Session: _____

Give Rank on a FIVE POINT SCALE: Excellent-5, Very Good – 4, Good-3, Average-2, Below Avg.-1

Activity	5	4	3	2	1	Activity	5	4	3	2	1
Projects and Seminars (Non Syllabus)						Workshops, Seminars and Conferences					
Special Lectures						Professional Activities					
Tutor System						Orientation Programme					
Industrial Visits						Special Activities (Academics)					
Tutor System						Self Help Group					
Industrial Visits						Mentoring System					
Quiz						Sport Activities					
FACE/ 13 day						Alumni Interaction					
Video Lectures and Webinars						Entrepreneurship Development Cell & Incubation Cell					
Activities Related to higher education & competition exams						Open book Test					
IDEA Lab/ R & D Lab						Club & Council Related Activities					
Mock Interviews and Group Discussions						ICT					
Placement Related Activities						Building/Facilities					
Emphasis on 75% Attendance						Mess and Canteen					
Library						Cultural Activities					
Transport Facilities						Tech Fest					
IBM/Industry Sponsor labs						Hostel Facilities					
Student Driven Activities						Discipline					
						Google Classroom/LMS					




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Alumni Feedback Form:- (Form 2:)



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Department of _____ Engineering

ALUMNI: SURVEY QUESTIONNAIRE

Dear Alumni,

The Department of _____ Engineering has come a long way since its establishment in Poornima Institute of Engineering & Technology, Jaipur in 2006. It is one of the five pioneer branches with an annual intake of _____ students. The Department is now striving towards a disciplined and conceptual knowledge in the field of _____ engineering. To become the students of _____ as a good professional, researcher and lifetime learner, the department has been initiated a program for the students and faculty member.

We shall be thankful to you, if you can spare some of your valuable time to fill up this form and give us your valuable suggestions for further improvement of the Institute. Your valuable inputs will be of great use to improve the quality of our academic programs and enhance the credibility of the institute.

Name of the Alumni	Passing Year					
Higher Qualification (If applicable)						
Professional Details						
Organization Name						
Designation						
Year of joining						
Email ID & Mobile No.						
Dear Alumni, Please give your overall assessment of our Institute. Please rate us on following criterion : 1 - Unsatisfactory, 2 - Satisfactory, 3 - Fair, 4 - Good, 5 - Very Good						
S. No.	Details	1	2	3	4	5
1	Faculty					
2	Project Guidance					
3	Training & Placement					
4	Library					
5	How do you rate the courses, included into the programs those are skills related and fulfill the requirements of industry?					
6	How do you rate the learning experience beyond classroom in terms of their relevance to the real life application?					
7	How do you rate the courses that you have learnt in relation to your current job?					

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To what extent the following program educational objectives fulfilled by the Department/Institute? For each of the Program Educational Objectives (1-4) given below, which of the four statements (1-4) satisfy your understanding, please include any comments.

Your assessment	Satisfactory	Fair	Good	Very Good
Programme Educational Objectives	1	2	3	4
1.				
2.				
3.				
4.				

Suggestions:

Relevance of curricular, Co-Curricular and Extra Curricular activities in your Job.

Additional Course/Technology to be developed in the department as the requirement of industry now days:

Improvements in teaching and learning Process:

Any other suggestions/comments:

Feel free to Contact:

HOD, Department of Engineering

Mob: - +.....

Signature with Date




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Employer's Feedback Form (3):-



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Department of _____ Engineering

EMPLOYER'S FEEDBACK FORM

Dear Employer,

Many graduates of our Institute are already working in your organization. We are thankful to you for providing them employment with your prestigious Company / Organization. We shall very much appreciate and be grateful to you if you can spare some of your valuable time to fill up this feedback form. It will help us to improve the Institute further and give you better employees in future.

Fill the number that best describes your level of satisfaction at each question:
1 - Unsatisfactory, 2 - Satisfactory, 3 - Fair, 4 - Good, 5 - Very Good

How satisfied are you with the student's work performance in each of these areas:	1	2	3	4	5
1. Communication skills Presentation Skills					
2. Developing practical solutions to problems					
3. Working as part of a team					
4. Formation and apply design process					
5. Ethics, Public and Environmental Safety					
6. Self-motivated					
7. Appropriate level of responsibility					
8. Open to new ideas and learning new techniques					
9. Ability to contribute to the goal of the organization					
10. Technical knowledge skills					
11. Ability to manage leadership qualities					
12. Relationship with seniors/peers/subordinates					
13. Involvement in social activities					
14. Overall impression about their performance					

On a scale of 1 to 10, how do you rate your overall satisfaction with PIET students?

.....

.....

Suggest some additional features to be inculcated in B. Tech course for the development of students to meet the industrial requirement.

.....

.....

Would you like to recruit more PIET students? Yes [] No []

Would you refer us to other organization(s)? Yes [] No []

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Please feel free to speak with our TPO about any aspects of the program or student's performance. If you would like, our TPO staff to contact you to discuss any issues, please provide your contact number.

Phone No: _____

Name: _____ Position: _____

Company/organization: _____

Date: _____

Please send completed filled form to _____@poornima.org




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Faculty Feedback form (Form 4):-



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Session: 2022-23

FACULTY FEEDBACK FORM

Please indicate your degree of agreement against each statement by checking against one of the five columns: Strongly Agree (5), Agree (4), Neutral (3), Disagree (2) or Strongly Disagree (1).

Employee Id:-					
Name of the Department :-					
Name of the Teaching Faculty :-					

S. No.	Aspect of Feedback	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
		5	4	3	2	1
FEEDBACK ON ACADEMICS, CURRICULUM AND INSTITUTIONAL POLICIES						
1	Academic flexibility in Curriculum.					
2	The curriculum fulfils the need of employability of students.					
3	Institution provides opportunities for continuous development of employees.					
4	Equal opportunities to all employees					
5	Enriched academic and library resources.					
6	Motivation for research and publication.					
7	Approachable management and administration					
8	Proper mechanism of performance review and incentive for the employee.					
9	Transparent policies and procedures					
10	Good welfare measures					
FEEDBACK ON CAMPUS AMBIENCE AND FACILITIES						
11	Green and clean campus					
12	Hygienic canteen and health care facilities					
13	Well-furnished residential facilities					
14	Well maintained conveyance facility					



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15	Prompt and transparent grievance redressal system						
16	Adequate infrastructure facilities for research & academics.						
17	ICT enabled infrastructure						

18. Whether curriculum promotes startup, entrepreneurship, and higher studies? Suggestions:

19. Do you feel any curriculum gap for achieving employability, entrepreneurship, and higher studies? Comments:

20. Any other suggestions for improving curriculum:

21. Any other suggestions for Improving Ambience of Campus:
