



# ST. JOSEPH'S

COLLEGE OF ENGINEERING  
AND TECHNOLOGY,  
- PALAI -

## FEEDBACK MECHANISM

### Introduction:

SJCET has a vision to develop into a world-class institute that meets the goals and aspirations of the society and works with the mission of maintaining a conducive infrastructure and learning environment, nurturing a competent and research-oriented faculty, and developing students with moral and ethical values for their successful careers. Towards attaining the vision, feedback from various stakeholders is an important component for continuous improvement of the quality of education and services provided to various stakeholders. The opinions of stakeholders, including students, faculty, alumni, and employers are valued and are used to appropriately revise the approach in delivering services. The college Internal Quality Assurance Cell oversees the feedback mechanism that collects, analyzes, and acts upon feedback from all stakeholders.

### Objectives:

The objectives of the feedback mechanism are as follows:

- To identify areas of improvement in curriculum delivery, services, and infrastructure.
- To ensure that the programs and services align with the college's vision, mission, and POs.
- To enhance student satisfaction and engagement.
- To encourage a culture of continuous improvement and learning.





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## Stakeholders:

The various stakeholders involved in various fronts of the institute are:

- **Students:** Current students of SJCT across all programs, including UG and PG
- **Faculty:** Teaching faculty across all departments.
- **Alumni:** Graduates of SJCT who are willing to provide feedback.
- **Employers:** Representatives from companies they have recruited SJCT graduates.

## Frequency of Feedback collection:

The frequency of feedback collection, consolidation are as follows:

- **Students:** From current students of SJCT across all programs, including UG and PG, feedback on two aspects is collected
  - Feedback on Curriculum delivery: collected twice in a semester.
  - Feedback on Infrastructural facilities for effective learning environment: collected once in a year.
- **Faculty:** Feedback on curricular aspects and infrastructural aspects for effective curriculum delivery: once annually
- **Alumni:** Feedback on various aspects of SJCT to prepare him/her to be ready to take up professional challenges in life: Once annually
- **Employers:** Feedback on various aspects of SJCT in preparing Industry ready graduates is collected once annually, preferably between 6 months to 1 year of a graduate joining the company.





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## **Mechanism of Feedback Collection and various Aspects of the Feedback:**

Feedback from various stakeholders is collected through the following channels:

- **Surveys and Questionnaires':** regular surveys to gather feedback from our stakeholders are collected either through online mode or through physical offline pen and paper methods, whichever is feasible at the time. The surveys are carefully designed after due deliberations to capture feedback on various aspects of programs and services, including teaching quality, infrastructure, support services, and overall experience.
- **Feedback Forms:** Feedback forms are enabled in the campus ERP to students to collect feedback on individual courses and faculty members.
- **Exit Surveys:** Course exit survey from students on course objective attainment is collected and Program Exit survey is collected from graduating students to gather feedback on their overall experience at SJCTET.
- **Suggestion Boxes:** Students currently in the campus are free to use the suggestion boxes which would be opened once every month.

## **Method and Interpretation:**

Once the feedback is collected, it is analyzed using various metrics under the supervision of the Internal Quality Assurance Cell. The cell works closely with various departments and stakeholders to ensure that the feedback is analyzed effectively, and actionable insights are derived from it.

The metrics used for analyzing feedback include measures such as student satisfaction ratings, faculty performance ratings, and industry feedback on the readiness of graduates. The interpretation methods used include comparison with previous years observations (whenever/wherever possible), trend analysis etc., to identify areas where improvements can be made. The results of the analysis are shared with the faculty/staff and with the IQAC with which further decision-making at SJCTET is performed.





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## Action Items:

Once the analysis is received at the IQAC, the committee makes appropriate recommendations to the Head of the Institution for actions to be taken. General actions taken are.

- Recommendation to appreciate the efforts of Faculty acquiring high score in average teaching effectiveness index by Appreciation Certificates
- Recommendations to improve teaching learning processes if required.
- Recommendations to inform the University on curricular aspects.
- Recommendations for policy changes if required.
- Recommendation for Infrastructural improvement if required.

The action taken report is approved by the Head of the Institution and displayed on the Institute Website.

## Benchmark For Taking action

### 1. Students Feedback

#### A) About Teaching effectiveness

The criteria for evaluating teaching effectiveness are decided by the respective departments

#### Criteria For evaluation

If Overall teaching effectiveness is	Remarks
Above 90%	Excellent
80-90%	Very Good
70-80%	Good
60-70%	Satisfactory
Less than 60%	Poor

Actions are initiated when the feedback falls below 60%.





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## B) About Infrastructure

Following facilities are evaluated under infrastructural feedback.

- Classrooms
- Electricity and water supply
- Teaching Aids
- Laboratory facilities
- Workshops
- Campus Internet connectivity
- Library Facilities
- Medicare
- Canteen
- Banking
- Transportation
- Hostel Accommodation
- Waste Disposal

Students are directed to rank the facilities under the following rating scale.

5	4	3	2	1
Excellent	Good	Fair	Satisfactory	Poor

### Criteria for evaluation

If more than 40% of the students rated any one of the above facilities as poor, actions are initiated. Suggestions given by the students are given due consideration and necessary actions are initiated.

## 2. Faculty Feedback

Feedback form is circulated among faculty to know whether the

- Curriculum /syllabus is suitable for the program.
- Course plan is adequate.
- Course outcomes are well defined.
- Course outcome to program outcome is well defined and justified.
- Theory and practical sessions are balance.
- Books prescribed as reference are relevant.
- Library facilities are adequate.
- Institute administration policy is teacher friendly.





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Members of Faculty are directed to rank the facilities under the following rating scale.

5	4	3	2	1
Strongly agree	Agree	Neutral	Disagree	Strongly Disagree

#### Criteria for Evaluation

If more than 40% of the faculty rated any one of the above facilities as Disagree or Strongly Disagree, actions are initiated. Suggestions given by the faculty are given due consideration and necessary actions are initiated.

### 3. Employer Feedback

Feedback from Employer is collected and analyzed to know their satisfaction regarding the work performance and academic system followed by the college which educated our students.

Employers are requested to rank their opinion under the following rating scale

1	2	3	4
Disagree	Neutral	Agree	Strongly agree

#### Criteria for Evaluation

If more than 40% of the Employer rated any one of the achievement levels of program objectives as Disagree, actions are initiated. Suggestions given by the Employer are given due consideration and necessary actions are initiated.

### 4. Alumni Feedback

Feedback from Alumni are collected to know how far the program objectives are achieved and how well they were able to contribute to the organizations where they work. Opinion of Alumni were collected to know their ability.

- To investigate, analyze, design, and solve complex Engineering Problems at work.
- To use modern engineering tools
- To apply Engineering Knowledge for betterment of society and sustainable development
- To understand professional and ethical responsibility





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Alumni are requested to rank their opinion under the following rating scale under

1	2	3	4	5
Excellent	Very good	Good	Fair	Satisfactory

### Criteria for Evaluation

If more than 40% of the Alumni rated the achievement of programme objectives as Fair or Satisfactory, actions are initiated. Suggestions given by the Alumni are given due consideration and necessary action are taken for improving the facilities provided to students.



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