

INTERNAL QUALITY
ASSURANCE CELL

Guidelines for Feedback

Mechanism



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LAUREATE INSTITUTE OF PHARMACY

(Approved by PCI & AICTE, New Delhi and H.P. Govt., Under Section 2(f) of UGC Act 1956)

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1. INTRODUCTION/PREAMBLE

Feedback is the essence of two-way communication between the provider and the receiver. Effective feedback, both positive and negative is important for continuous improvement as it helps in understanding the strengths, weaknesses, opportunities and challenges faced by the organization. It is advantageous to the organization as well as the stakeholders as improvisations made based on the feedback received benefits all the stakeholders.

Feedback from students, employees, alumni inculcates a sense of ownership about the organization and make them feel valued and responsible. Regular feedback is important across the entire organization in order to remain aligned to goals and is part of continuous learning process for regular improvisations to serve better.

LIPh in its mission for continuous improvement in all sectors, academic or administrative has entrusted IQAC with the responsibility for arranging feedback responses from all stakeholders of this institute on quality related institutional processes.

2. FEEDBACK MECHANISM

This H.P. tech University off campus research center of Pharmaceutical sciences is focused over all programs of pharmacy . For uniformity and standardization of procedures, these guidelines shall be applicable to all the faculties of LIPh. Apart from this central mechanism, it is desirable that each HODs of Department creates their own internal mechanisms of obtaining feedback from students and faculty members for continuous improvements in their respective department. The central feedback mechanism in institute will includes the following steps:

A) Format preparation:

The format for each type of feedback to be filled by each stakeholder shall be prepared by feedback committee under IQAC. The feedback forms to be collected electronically shall be prepared through a central email id: feedbackliph@gmail.com monitored by feedback committee under IQAC.

1) STAKEHOLDERS



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The multiple stakeholders of the institute are:

- a) Students
- b) Teachers
- c) Parents
- d) Alumni
- e) Employers

2.1 Students' Feedback:

a) Feedback about Curriculum Students' evaluation of their learning experience in an institution is an integral component for any quality assurance system. This allows the institution to evaluate how its service provision is viewed by its most important group of stakeholders, namely its students. The feedback about curriculum will collect students input on all aspects of curriculum including the course content, learning resources, Examination transparency, quality of delivery and assessment, library facilities.

This feedback shall be collected by students of every semester/year at the end of semester as applicable.

b) Feedback about Quality of Teaching This shall involve feedback about quality of teaching of each faculty member teaching a particular subject. The standard format will be circulated from IQAC to the students through the HODs of the Departments to understand about the teaching methods used and the learning environment during class room teaching. This shall be collected under the supervision of the Class Counselors with minimum of once every year. This shall be collected by students of every semester/year about the faculty members teaching in that particular year/semester.

c) Feedback about Institute administration and facilities in General. This will entail feedback about all the infrastructure and facilities in the institute. All areas of institute dealing with students namely classrooms, library, transportation, hostels, students section, cafeteria, rest rooms, and campus life shall be covered in this particular feedback. This shall be collected once a year by all the students irrespective of their semester/year. However, major emphasis would be on the graduating students. The sample format is enclosed as Annexure-I



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2.2 Teachers' Feedback about curriculum. The purpose of this feedback is to obtain the teachers input on the overall educational environment in the institute. This feedback will specifically target the inputs of teachers on curriculum revision, employability, internal examination patterns & reforms for slow and fast learner, teaching methods and overall teaching-learning environment. The feedback from teachers will be collected once during an academic year. The sample format is enclosed as Annexure-II

2.3 Alumni Feedback

The purpose of this feedback is to obtain the inputs from the alumni on the quality of program at LIPh. This will also help in assessing the extent of attainment of the programme outcomes. This feedback will be collected from all participating alumni of LIPh during annual Alumni meet or through e-mail. The format for feedback shall be shared by IQAC to the Alumni coordinators for collection of feedback either manually or electronically. The collected feedback will be submitted by the alumni coordinators to the respective HODs of faculty for analysis and necessary action at their end. The sample format is enclosed as Annexure-III

2.4 Employers' Feedback

The purpose of this feedback is to obtain the employers input on the quality of the graduates from LIPh and to assess whether the expectations of recruiters were fulfilled. The student's ability to handle the professional situations and knowledge acquired during their learning can also be assessed. The formats prepared by IQAC shall be submitted to concerned corporates for collection of feedback by the recruiters manually or electronically. The collected feedback about particular programme students shall be submitted to respective HODs for necessary action at their end. The sample format is enclosed as Annexure-IV

2.5 Parents' Feedback

Institute has taken the initiative of organizing Parents-Teachers-Students meet (PTM) regularly to apprise parents and guardians with the academic and professional growth of their ward. Feedback from parents towards institutional delivery of academics including course employability, skill training, practical learning and their overall satisfaction related to the progress of their ward will be collected manually/electronically by the concerned teachers monitored by of faculty. The sample format is enclosed as Annexure V.



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- B) Circulation of feedback formats: The feedback forms shall be circulated through IQAC to the concerned department dealing with the particular stakeholder.
- C) Collection of data: The data of the feedback received shall be collected through online as well off line. Class teacher, HODs, Alumni coordinator and IQAC coordinator are collection bodies to receive the data. General and Curriculum based feedback is collected at the end of semester from students. Teacher's feedback is taken once in year in annual general meeting after even semester results declaration. Parent's feedback is taken in PTM and just after declaration of results of even semester. Alumni feedback is taken during alumni meet and alumni cluster meeting at during CPE of state pharmacy council Programs.
- D) Analysis of feedback received and review of results: The feedback received will be analyzed offline or online as per the mode of collection and results will be reviewed by IQAC, HODs and Class counselors at different time interval. Students feedback is reviewed by feedback committee.
- E) Action taken: The actions about the collected feedback after analysis shall be taken as under: On Quality of Teaching and Curriculum is taking up by IQAC and HODs of concerned department in chairmanship of Director cum Principal. Feedback action taken on Alumini, employers and parents feedback is taking up by Director cum principal and managing director of institute in presence of HODs.

The action taken report by each concerned Dept. HODs shall be submitted to IQAC within a month of analysis of feedback. All the action taken reports will be sent to Registrar to be presented before the Board of Management and Governing Body of Institute.

3. REVISION OF FEEDBACK FORM

The feedback forms can be revised as per the need of the situation and as per the Requirement of the feedback to be obtained. The revisions shall be made by the feedback committee and shall be approved by IQAC.

4. ROLE OF FEEDBACK COMMITTEE The feedback committee of IQAC shall serve the following functions:

- 1) Preparation of feedback formats from each stakeholder of the University for either mode of collection.



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- 2) Receiving of electronic forms on the goggle form portal linked with feedbackliph@gmail.com
- 3) Analysis of feedback responses received.
- 4) Presentation of recommendations after analyzing feedback to IQAC.
- 5) Revision of the formats as per the need.



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