



**Deccan Education Society's
Fergusson College (Autonomous), Pune
Internal Quality Assurance Cell**

Policy and Process for Teaching-Learning Feedback Analysis

Purpose

Feedback on teaching-learning is conducted for every semester, for all courses under all academic programmes - BA., B.Sc., M.A., M.Sc. and B.Voc, through a dedicated system developed on the ERP of the College. Feedback on teaching-learning is an important monitoring process and gives insights for improvements in the teaching-learning methods adopted by the teachers and also helps in analysing effectiveness of curriculum delivery. It also helps in teacher's assessment and mapping of grey areas in teaching-learning and provides scope for enhancement in teaching-learning.

Policy

Feedback on teaching-learning process and overall performance should be taken from all stakeholders of the institution. The process will be carried out through an institutional mechanism by using ERP system/ online system, whichever is convenient at that point of time. The results of such feedback will be analysed and a report will be prepared by the IQAC. This report will be shared and discussed with teachers, heads of department and in the Governing Body. A strategy will be developed based on these discussions which will enhance overall performance of the institution.

The Process

The process is executed in three steps- Implementation (Feedback implementation team), Analysis (Feedback Analysis Team) and Reviewing/Corrective measures by the Principal/Vice principals and finally minuted in the proceedings of the Governing Body of the College.

1. Feedback Analysis team reviews received feedback.

2. After every feedback cycle, feedback analysis team reviews every feedback received.
3. Objectives of Analysis:
 - i. Check the quality of teaching- learning experience
 - ii. Identify teacher's performance.
 - iii. Identify areas for scope of improvement with respect to both teaching - learning experience as well as department or college level facilities or administrative activities.
 - iv. Understand suggestions given by the students.
 - v. Compile grievances reported by students.
 - vi. Prepare department specific report.
 - vii. Most important, suggest/recommend corrective measures, wherever possible.
4. To achieve this, Analysis team performs following tasks
For each department, for each programme/ semester, for each course,
 - i. Check teachers rating received for a given subject.
 - ii. Compile separate lists for teachers scoring < 2.5 and 3.5 and above.
 - iii. Review each and every comment/suggestion given by student.
 - iv. Analyse the comment in terms of appreciation or scope of improvement.
 - v. Categorize the comments/suggestions under Academics/ Teacher/ Personality/ Punctuality/ Disciplinary.
 - vi. Prepare a department specific document compiling all reviews/ comments received for that department.
 - vii. The department specific reports are shared with the Principal and Vice Principals and then later on corrective measures taken by the Principal, will be minuted in the proceedings of Governing Body of the College, as per revised UGC Regulations for Autonomous Colleges.

Rating Process of Teachers

1. Student rates teacher's teaching for each subject on the scale of 4.
2. A score below 2.5 hints enhancement/ improvement is needed in teaching for that particular subject.

3. In such situation, respective teacher is communicated about his performance and encouraged to take corrective measures so as to provide a better teaching- learning experience for students.
4. Score 3.5 and above means teacher's teaching is very well received by students.
5. College appreciates efforts of all teachers whose score is 3.5 and above.

Proforma for Analysis of Feedback

Department Name: <Department Name>

Strength			
Category	Description	Impact to the Institution	Remark
Teaching	Appreciation comment for teachers	Appreciation noted	
Scope for Enhancement			
Category	Description	Impact to the Institution	Action Plan
Teaching	Communication problem and Teaching	To be noted for further observations	
Personality	Way of expression	To be noted for further observations	

Category:

Academics/Teacher/Personality/Punctuality/Disciplinary/Any Other(A/T/PA/PU/D/AO)

Impact to the Institution:

- (i) Scope of Improvement:
Level of Concern (High /Moderate/To be noted for further observations)
(H/M/T)
- (ii) Appreciation (Appreciation for Reward/Appreciation Noted)(AR/AN)

Roles and Responsibilities

Feedback Team (12 teachers)	1. Planning and configuration of feedback cycle on ERP and coordinate with ERP. 2. Publish circular informing teachers and students. 3. Monitor progress; review students' participation. 4. Encourage students to participate in feedback process. 5. Prepare report of final feedback student count. 6. Prepare closure report
Analysis Team (6 teachers)	1. Review feedback obtained. 2. Prepare department specific feedback report. 3. Compile list of teachers scoring < 2.5 and 3.5 (and above). 4. Suggest corrective measures wherever needed.
Principal and Vice Principals	1. Review of feedback reports from analysis team and 2. Initiate corrective measures/ action taken to be adopted.
Governing Body (Autonomous College)	1. Discussion on corrective measures taken. 2. Minuted in the proceedings of meeting.
Website team	1. Uploading of summary of report



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