



ST PHILOMENA COLLEGE

Affiliated to Mangalore University Re-Accredited by NAAC at 'A' Grade

MAI DE DEUS EDUCATIONAL INSTITUTIONS

Managed by the Catholic Board of Education, Mangalore

Philonagar, Darbe, Puttur - 574202, D.K., Karnataka | 08251 230340

🌐 www.spcputtur.ac.in | ✉ info@spcputtur.ac.in | 📞 Office : 08251-230340 | 📞 Principal : 08251-236460 | 📞 9901380340

FEEDBACK MECHANISM OF THE INSTITUTION



1. ABOUT INSTITUTION:

St Philomena College was founded by Msgr Antony Patrao, who felt that a College in this part of the state would save the people the inconvenience of moving to distant places for higher education. He set out to realize his dream, and the mission was accomplished in the year 1958. Since its inception, the College has been growing steadily. Over the year, the College has earned a name for its disciplined functioning and achievements in the academic field as well as in the field of sports and games. Based on its infrastructure, learning resources, and achievements, the College has been re-accredited by NAAC with an "A" Grade. The vision is to be a premier Institution for Higher Education, constantly in service to society in the field of education and welfare. The institution's mission is to educate and train young knowledge seekers for their holistic development to contribute to the community effectively.

2. PREAMBLE:

In the current state of affairs, the institute ensures a pleasant coaching mastering method, research opportunities, and outreach offerings through a well-established feedback mechanism from numerous stakeholders. Stakeholders play an important role in assessing, improving, and enhancing the exceptionality of the learning experience. Stakeholder feedback allows the institute to assess how its service provision is perceived. We divide stakeholders into **internal** and **external** stakeholders viz Management, Faculty Members, and the students are the internal stakeholders, Parents, alumni, employers, and industry specialists, are the external stakeholders.

3. OBJECTIVES:

The feedback collection process aims toward continual improvement of academic and administrative facilities available in the College. It is achieved by the following parameters:

- 3.1 To understand the loophole of the curriculum from the perspective of teachers and Learners.
- 3.2 To take the student's point of view for the improvement as the teacher.
- 3.3 To get an insight into the facility needed for the institution's growth.
- 3.4 To provide valuable suggestions for integrating required education reform while carrying out the instructional strategies.
- 3.5 To meet the job market's growing needs by establishing skills and knowledge via meaningful, outcome-based academic skills.

4. TYPES OF FEEDBACK

The Institution collects Feedback About:

4.1 Students Feedback

- 4.1.1 About College
- 4.1.2 About Faculty/ Lecturer /Teacher
- 4.1.3 About Infrastructure Facility
- 4.1.4 About Library
- 4.1.5 About Men's Hostel
- 4.1.6 About Women's Hostel
- 4.1.7 About Curriculum by Students
- 4.1.8 Course Exit Survey
- 4.1.9 Student Satisfaction Survey

4.2 Staff Feedback About Curriculum

4.3 Parents Feedback about College and Curriculum

4.4 Employer feedback about Curriculum

5. MECHANISM

The stakeholders give their Feedback in 5-point scale rating using the "AarGees Track Me" mobile app or Web browser once in an academic year. They provide the input, choosing one of the five questions' options by giving the thoughtful response as Excellent, Very Good, Good, Poor, Very Poor. On Five-point scale, the feedback score is calculated. The institution also collects Feedback from the employer. Employers will be requested to fill the feedback form provided by the institution. Parent feedback is collected at the time of the Parent Teachers meeting that will be held once in a year by giving the questionnaire.

6. FEEDBACK COLLECTION AND ANALYSIS PROCESS

The following actions will be part of the institution's primary feedback system:

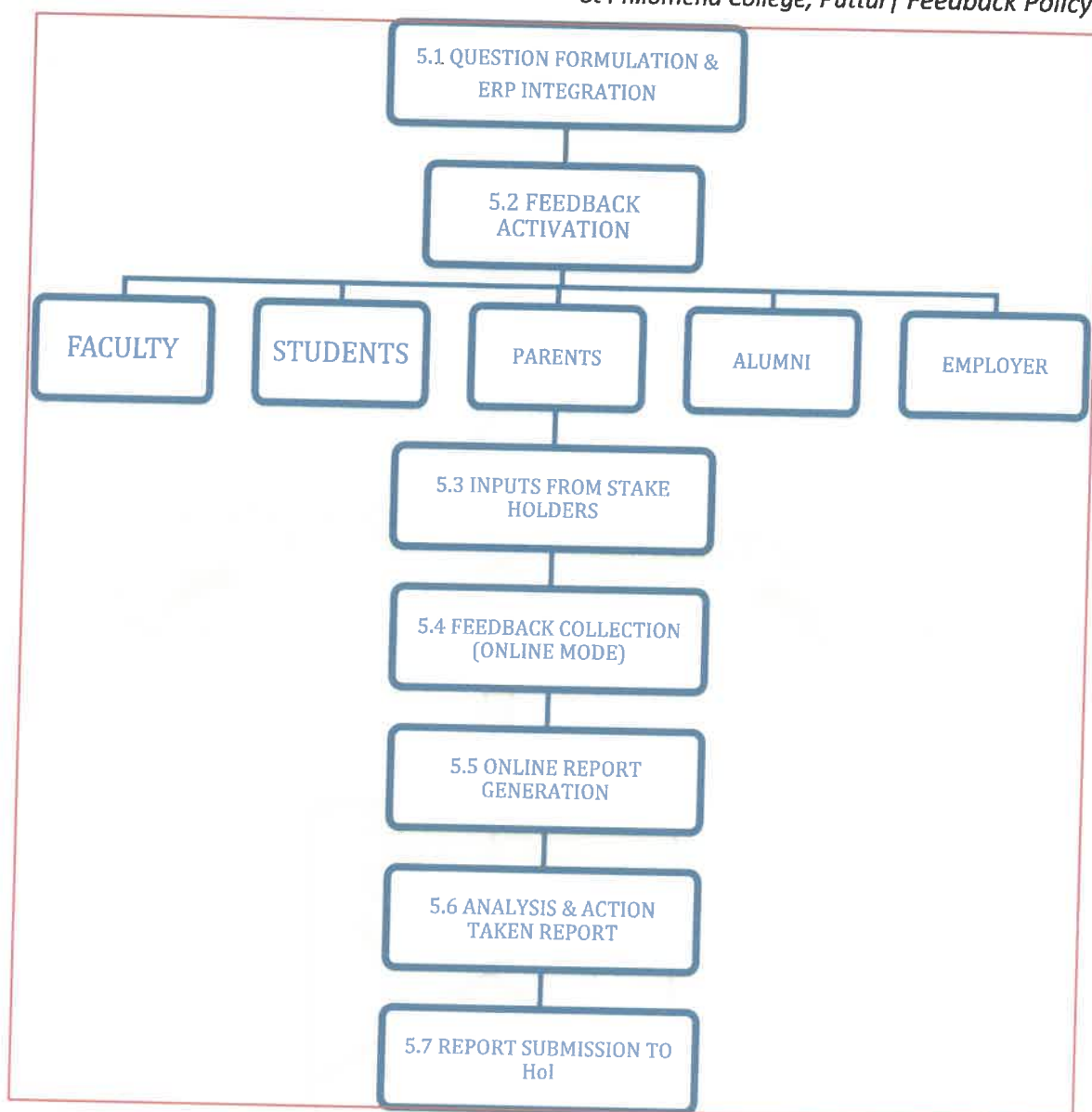


Fig:01 Process flow chart

6.1 QUESTION FORMULATION & ERP INTEGRATION:

The E-Governance Cell and IQAC, in consultation with the Head of the Institution, shall establish the formats for every type of input that each stakeholder is required to submit. Once it developed the institution's ERP admin integrates the set of questions.

6.2 FEEDBACK ACTIVATION

ERP Admin activates the feedback after receiving the proper authorization from the institution's head. Once it is active, the collection of feedbacks is made available to the stakeholders.

6.3 INPUTS FROM STAKE HOLDERS & FEEDBACK COLLECTION (ONLINE MODE)

The active feedbacks are accessible through stakeholder login, with the exception of the employer in the track me app for Android, which is intended for institutional use. Stakeholders must connect into the app using the specified login information in order to view the same information.

Stakeholders can choose from a list of activated feedbacks under the "feedback" page and provide their feedback; however, once they do so, the input instantly disappears from the list.

6.4 ONLINE REPORT GENERATION:

Once stakeholders have provided input, the ERP administrator creates online reports based on the data gathered and submits them to the convenor of the E- Governance cell and the IQAC Coordinator for further action.

6.5 ANALYSIS & ACTION TAKEN REPORT:

The analysis & Action taken report of the Feedback is done by the E-Governance Cell and IQAC of the institution. These reports are shared with the Management, teachers for suitable actions and, if required to the University for better curriculum design.

6.6 REPORT SUBMISSION TO HoI:

The IQAC's analysis and action taken report was forwarded to the Principal for approval and execution in the appropriate region.

7. QUESTIONNAIRES OF THE FEEDBACK:

7.1 FEEDBACK ABOUT COLLEGE BY STUDENTS

FEEDBACK

Home (Student_Home.aspx) Profile (Student_Profile.aspx) Attendance (Student_Attendance.aspx) Time Table (Student_TimeTable.aspx)

YOUR FEEDBACK IS IMPORTANT TO US

Feedback About College

Feedback to:

- Cooperation and help by the office staffs'**
 - Very Poor
 - Poor
 - Good
 - Very Good
 - Excellent
- Cooperation and help by the librarians'**
 - Very Poor
 - Poor
 - Good
 - Very Good
 - Excellent
- Internet facility and book facility provided in the Library**
 - Very Poor
 - Poor
 - Good
 - Very Good
 - Excellent
- Cleanliness of the College Campus**
 - Very Poor
 - Poor
 - Good
 - Very Good
 - Excellent
- Availability of clean drinking water facility**
 - Very Poor
 - Poor
 - Good
 - Very Good
 - Excellent
- Availability of power supply in the campus**
 - Very Poor
 - Poor
 - Good
 - Very Good
 - Excellent

- Efforts taken by the college to improve the quality of teaching and learning**
 - Very Poor
 - Poor
 - Good
 - Very Good
 - Excellent
- Promoting Student exchange, Internships, Summer programs etc for new opportunities to students**
 - Very Poor
 - Poor
 - Good
 - Very Good
 - Excellent
- Learning atmosphere in the College**
 - Very Poor
 - Poor
 - Good
 - Very Good
 - Excellent
- Support for extra/Co-curricular activities**
 - Very Poor
 - Poor
 - Good
 - Very Good
 - Excellent
- Promoting human values and discipline in the College**
 - Very Poor
 - Poor
 - Good
 - Very Good
 - Excellent
- Overall Rating of the College**
 - Very Poor
 - Poor
 - Good
 - Very Good
 - Excellent

Your Suggestion:
Type Here

7.2 FEEDBACK ABOUT FACULTY/ LECTURER /TEACHER

FEEDBACK

Home (Student_Home.aspx) Profile (Student_Profile.aspx) Attendance (Student_Attendance.aspx) Time Table (Student_TimeTable.aspx)

YOUR FEEDBACK IS IMPORTANT TO US

Feedback About Faculty/ Lecturer /Teacher

Feedback to: **Paragade H**

- Depth of the knowledge**
 - Very Poor
 - Poor
 - Good
 - Very Good
 - Excellent
- Class preparations**
 - Very Poor
 - Poor
 - Good
 - Very Good
 - Excellent
- Presentation skill**
 - Very Poor
 - Poor
 - Good
 - Very Good
 - Excellent
- Clarity of thoughts**
 - Very Poor
 - Poor
 - Good
 - Very Good
 - Excellent
- Concern for students**
 - Very Poor
 - Poor
 - Good
 - Very Good
 - Excellent
- Student monitoring**
 - Very Poor
 - Poor
 - Good
 - Very Good
 - Excellent
- Discipline in the class**
 - Very Poor
 - Poor
 - Good
 - Very Good
 - Excellent

- Commitment to the profession**
 - Very Poor
 - Poor
 - Good
 - Very Good
 - Excellent
- Instilling values in students**
 - Very Poor
 - Poor
 - Good
 - Very Good
 - Excellent
- Helping for various academic interests of students**
 - Very Poor
 - Poor
 - Good
 - Very Good
 - Excellent
- Availability of teacher for consultation in Department/ Lab**
 - Very Poor
 - Poor
 - Good
 - Very Good
 - Excellent
- Teacher as Role model**
 - Very Poor
 - Poor
 - Good
 - Very Good
 - Excellent
- Overall Rating of Teacher**
 - Very Poor
 - Poor
 - Good
 - Very Good
 - Excellent

Your Suggestion:
Type Here

7.3 FEEDBACK ON ABOUT LIBRARY

FEEDBACK

Home (Student Home.aspx) Profile (Student Profile.aspx) Attendance (Student Attendance.aspx) Time Table (Student TimeTable)

YOUR FEEDBACK IS IMPORTANT TO US

Feedback About Library

Feedback to

1. Help Support from the librarians

Very Poor
Poor
Good
Very Good
Excellent

2. Availability of reference books

Very Poor
Poor
Good
Very Good
Excellent

3. Accessibility of e-resources

Very Poor
Poor
Good
Very Good
Excellent

4. Library Infrastructure

Very Poor
Poor
Good
Very Good
Excellent

5. Internet facility

Very Poor
Poor
Good
Very Good
Excellent

6. Newspapers/Magazines/Career guidance books

Very Poor
Poor
Good
Very Good
Excellent

7. Reading environment

Very Poor
Poor
Good
Very Good
Excellent

8. Periodical upgrade of library

Very Poor
Poor
Good
Very Good
Excellent

9. Rules and Regulations

Very Poor
Poor
Good
Very Good
Excellent

10. Timings of the library

Very Poor
Poor
Good
Very Good
Excellent

11. Overall impression about the library

Very Poor
Poor
Good
Very Good
Excellent

Your Suggestion

7.4 ABOUT MEN'S HOSTEL

FEEDBACK

Home (Student Home.aspx) Profile (Student Profile.aspx) Attendance (Student Attendance.aspx) Time Table (Student TimeTable)

YOUR FEEDBACK IS IMPORTANT TO US

Feedback on Boys Hostel

Feedback in

1. Accessibility of Warden

Very Poor
Poor
Good
Very Good
Excellent

2. Quality of Food in mess

Very Poor
Poor
Good
Very Good
Excellent

3. Spaciousness of the Room and availability of furniture.

Very Poor
Poor
Good
Very Good
Excellent

4. Hostel environment for study

Very Poor
Poor
Good
Very Good
Excellent

5. Cleanliness of Hostel Premises

Very Poor
Poor
Good
Very Good
Excellent

6. Availability of Power and water supply

Very Poor
Poor
Good
Very Good
Excellent

7. Action taken for Ragging

Very Poor
Poor
Good
Very Good
Excellent

8. Availability of Medical facility

Very Poor
Poor
Good
Very Good
Excellent

9. Recreation facility

Very Poor
Poor
Good
Very Good
Excellent

10. Overall Appearance

Very Poor
Poor
Good
Very Good
Excellent

Your Suggestion

7.5 FEEDBACK ABOUT CURRICULUM BY STUDENTS/ STAFF & PARENTS

FEEDBACK

Home (Student_Home.aspx) Profile (Student_Profile.aspx) Attendance (Student_Attendance.aspx)

Very Poor
Poor
Good
Very Good
Excellent

YOUR FEEDBACK IS IMPORTANT TO US

Feedback on Curriculum

Feedback to :

1. Flexibility of Curriculum

Very Poor
Poor
Good
Very Good
Excellent

2. To what extent the curriculum is skill oriented?

Very Poor
Poor
Good
Very Good
Excellent

3. Motivation for higher studies and research

Very Poor
Poor
Good
Very Good
Excellent

4. Scope for job opportunities

Very Poor
Poor
Good
Very Good
Excellent

5. Relevance & depth of the syllabus

6. Whether the length of the syllabus suits for the given duration?

Very Poor
Poor
Good
Very Good
Excellent

7. Continuity of topics in the syllabus

Very Poor
Poor
Good
Very Good
Excellent

8. Set up of syllabus for different semesters

Very Poor
Poor
Good
Very Good
Excellent

Your Suggestion

Type here

7.6 COURSE EXIT SURVEY

FEEDBACK

Home (Student_Home.aspx) Profile (Student_Profile.aspx) Attendance (Student_Attendance.aspx) Time Table (Student_TimeTable.aspx)

7. The value of career information you ascertained

Very Poor
Poor
Good
Very Good
Excellent

YOUR FEEDBACK IS IMPORTANT TO US

COURSE EXIT SURVEY

Feedback to :

1. To what extent your course of study is intellectually challenging?

Very Poor
Poor
Good
Very Good
Excellent

6. The volume of support received from faculty to pursue your goals

Very Poor
Poor
Good
Very Good
Excellent

2. How do you gauge Advanced knowledge, skills, and values appropriate to the discipline?

Very Poor
Poor
Good
Very Good
Excellent

9. The standard of amenities within your program

Very Poor
Poor
Good
Very Good
Excellent

3. Your assessment of overall quality of the program completed?

Very Poor
Poor
Good
Very Good
Excellent

10. The quality of evaluation and grading practices in program

Very Poor
Poor
Good
Very Good
Excellent

4. Your ability to pursue Advanced oral and written communication skills

Very Poor
Poor
Good
Very Good
Excellent

11. The aspect of support you received through extra and co-curricular activities.

Very Poor
Poor
Good
Very Good
Excellent

5. The commitment of the faculty to the program

Very Poor
Poor
Good
Very Good
Excellent

12. The practicality of the program for employment possibilities.

Very Poor
Poor
Good
Very Good
Excellent

8. The quality of faculty academic advising assistance you received

Very Poor
Poor
Good
Very Good
Excellent

Your Suggestion

Type here

7.7 STUDENT SATISFACTION SURVEY

FEEDBACK

Home (Student_Home.aspx) Profile (Student_Profile.aspx) Attendance (Student_Attendance.aspx) Tim

Usually UnFair
Sometimes Unfair
Usually Fair
Always Fair

YOUR FEEDBACK IS IMPORTANT TO US

Student Satisfaction Survey

Feedback to :

1. How much of the syllabus was covered in the class?

- Below 30%
- 30 to 54%
- 55 to 69%
- 70 to 84%
- 85 to 100%

2. How well did the teachers prepare for the classes?

- Won't teach at all
- Indifferently
- Poorly
- Satisfactorily
- Thoroughly

3. How well were the teachers able to communicate?

- Very poor communication
- General ineffective
- Just Satisfactorily
- Sometimes effective
- Always effective

4. The teacher's approach to teaching can best be described as

- Poor
- Fair
- Good
- Very Good
- Excellent

5. Fairness of the internal evaluation process by the teachers.

- Unfair

11. Your mentor does a necessary follow-up with an assigned task to you.

- I don't have a mentor
- Rarely
- Occasionally/Sometimes
- Usually
- Every time

12. The teachers illustrate the concepts through examples and applications.

- Never
- Rarely
- Occasionally/Sometimes
- Usually
- Every time

13. The teachers identify your strengths and encourage you with providing right level of challenges.

- Unable to
- Slightly
- Partially
- Reasonably
- Fully

14. Teachers are able to identify your weaknesses and help you to overcome them.

- Never
- Rarely
- Occasionally/Sometimes
- Usually
- Every time

15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

- Not at all

6. Was your performance in assignments discussed with you?

- Never
- Rarely
- Occasionally/Sometimes
- Usually
- Every time

7. The institute takes active interest in promoting Internship, student exchange, field visit opportunities for students.

- Never
- Rarely
- Sometimes
- Often
- Regularly

8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

- Not at all
- Marginally
- Moderately
- Very well
- Significantly

9. The institution provides multiple opportunities to learn and grow.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

- Never
- Rarely
- Occasionally/Sometimes
- Usually
- Every time

- Very little
- Some what
- Moderate
- To a great extent

17. Teachers encourage you to participate in extracurricular activities.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

- Not at all
- Very little
- Some what
- Moderate
- To a great extent

19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.

- Below 25%
- 30-49%
- 50-69%
- 70-89%
- Above 90%

20. The overall quality of teaching-learning process in your institute is very good.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

Your Suggestion

8. FEEDBACK SAMPLES COLLECTED FROM STAKE HOLDERS

ST PHILOMENA COLLEGE, PUTTUR
Feedback About College

Candidate Name : XXXXXXXXXX
Student ID : XXXXXXXX
Course Name : B.A. I SEM

1) Cooperation and help by the office staffs*
Excellent
Very Good
 Good
 Poor
Very Poor

2) Cooperation and help by the librarians*
Excellent
 Very Good
 Good
 Poor
Very Poor

3) Internet facility and bank facility provided in the Library
Excellent
Very Good
 Good
 Poor
Very Poor

4) Cleanliness of the College Campus
Excellent
 Very Good
 Good
 Poor
Very Poor

5) Availability of clean drinking water facility
Excellent
Very Good
 Good
 Poor
Very Poor

6) Availability of power supply in the campus
Excellent
 Very Good
 Good
 Poor
Very Poor

7) Efforts taken by the college to improve the quality of teaching and learning
Excellent

8) Promoting Student exchange, Internships, Summer programs etc for more opportunities to students
Excellent
 Very Good
 Good
 Poor
Very Poor

9) Learning atmosphere in the College
Excellent
Very Good
 Good
 Poor
Very Poor

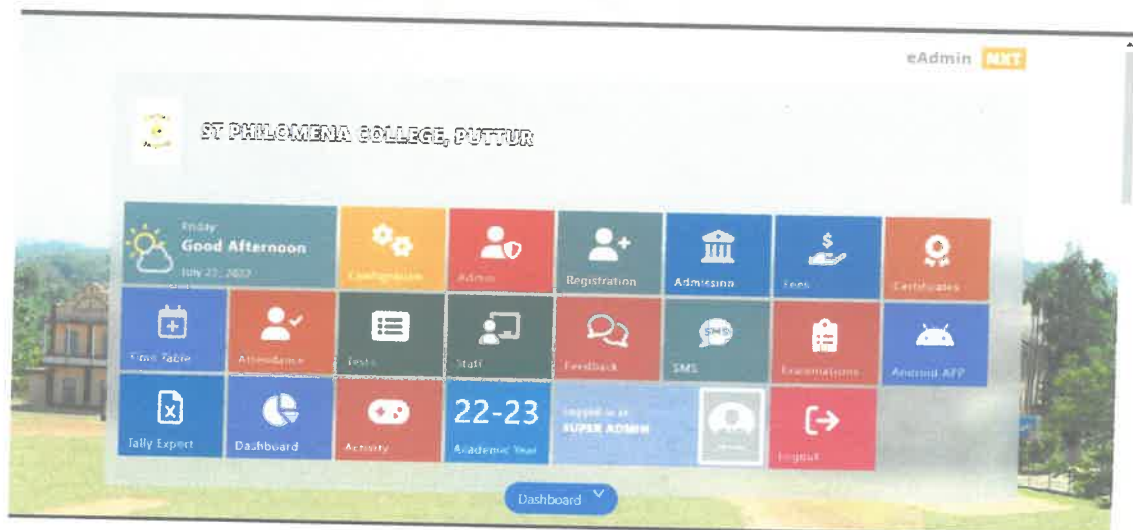
10) Support for extra-curricular activities
Excellent
 Very Good
 Good
 Poor
Very Poor

11) Promoting human values and discipline in the College
Excellent
Very Good
 Good
 Poor
Very Poor

12) Overall Rating of the College
Excellent
Very Good
 Good
 Poor
Very Poor

9. FEEDBACK USER INTERFACE-

9.1 ADMIN



ST PHILOMENA COLLEGE, PUTTUR

Feedback

Home Help ABHISHEK 22-23

Dashboard + Question Master Activation Settings Reports

FEEDBACK DASHBOARD

Question Master Activation Reports Process

ST PHILOMENA COLLEGE, PUTTUR

Activation

Dashboard + Question Master Activation Settings Reports

Feedback List

Action	Code	Title	From	To	ActivationCode	Academic Year
More	20	COURSE EXIT SURVEY	Student	Course	2022-07-22-22	22-23
More	5	Feedback About College	Student	College	2022-07-22-5	22-23
More	3	Feedback About Faculty/ Lecturer/Teacher	Student	Staff/Teachers	2022-07-22-9	22-23
More	6	Feedback About Girls Hostel	Student	Girls Hostel	2022-07-22-6	22-23
More	7	Feedback About Infrastructure Facility	Student	Infrastructure Facility	2022-07-22-7	22-23
More	8	Feedback About Library	Student	Library	2022-07-22-8	22-23
More	4	Feedback on Boys Hostel	Student	Boys Hostel	2022-07-22-4	22-23
More	21	Feedback on Curriculum	Student	Others	2022-07-22-21	22-23
More	22	Feedback on Curriculum by Staff	Staff	Others	2022-07-22-22	22-23
More	1	Future Feedback	Student	College	2022-07-09-3	22-23
More	10	Student Satisfaction Survey	Student	Others	2022-07-22-10	22-23

ST PHILOMENA COLLEGE, PUTTUR

Question Master

Dashboard + Question Master Activation Settings Reports

Feedback Question Master

Title for Feedback

Feedback From

Feedback To

Feedback Questions

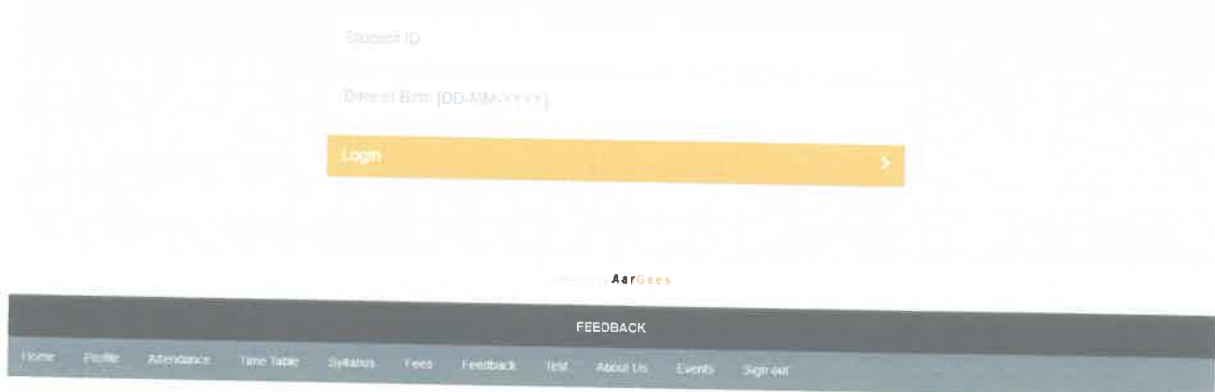
ST PHILOMENA COLLEGE, PUTTUR

Feedback Report

Dashboard + Question Master Activation Settings Reports

- Feedback Reports
- Feedback Status by Students
- Feedback Status by Staff
- Feedback Sample Report

9.2 FEEDBACK USER INTERFACE-(STAKE HOLDERS)

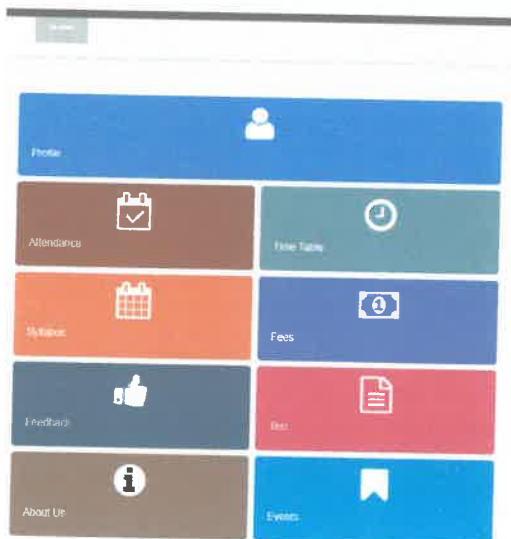


YOUR FEEDBACK IS IMPORTANT TO US

[Feedback on Boys Hostel](#)

[Feedback About Library](#)

[Feedback About Faculty/ Lecturer /Teacher](#)



Feedback to :

1. Accessibility of Warden

- Very Poor
- Poor
- Good
- Very Good
- Excellent

2. Quality of Food in mess

- Very Poor
- Poor
- Good
- Very Good
- Excellent