

## **Online Feedback Analysis**

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### **1. A Note on Online Feedback**

MANUU has introduced Online Student Feedback System from the academic year 2018-2019. The online feedback is made dynamic and is introduced semester wise, in order to be constantly monitoring academic progress of the students, updating the curriculum to match the requirements of the market and stakeholders, apprising the teachers about the impression they have on students in respect to their teaching methodology, and personality and so on. The feedback system is dynamic in a sense that the students can provide feedback any time if they wish, however, it is connected to semesters, so that they provide the feedback on each course and on the teacher who taught that course in every semester of their programme in the months in which the teaching is completed before the semester end examinations. Generally, the examinations are held in May and December, hence the students are required to provide the feedback in these months after the completion of their course.

IQAC felt that instead of taking feedback in traditional way, if it is sought online from every student, then the university might be in a position to truly measure the relevance of its curriculum, efficacy of its teaching learning methodology, and inviting new ideas from its primary stakeholders, that is students. Therefore, when the IQAC had been reconstituted in April-May 2018 in accordance with the NAAC guidelines, the matter of feedback was taken in the first meeting of the reconstituted IQAC itself. Below are given the extracts of the agenda and minutes in which the Online Feedback system had been discussed and approved by the IQAC.

### **2. Discussion and Approval of Online Feedback System in IQAC Meetings**

*Minutes of the 1<sup>st</sup> IQAC Meeting, held on 1<sup>st</sup> June 2018*

‘Appropriate feedback mechanism in respect of all the stakeholders must be developed. In this regard it is resolved that the feedback form for students must be displayed on the MANUU Student UMS, and each student who takes any semester or otherwise examination must give the feedback on all the courses/subjects, then only his/her hall ticket shall be generated.

In respect of feedbacks of alumni and parents, it is resolved that they must be attached to the University Convocation application form, which shall necessarily be filled.

With regard to feedback of industrialist/employer, it is resolved that industrialists/employers be made part of statutory bodies like, Board of Studies, School Boards etc. This shall facilitate receiving feedback from them and help the University develop its curricular aspects. Additionally, University Placement Cell is assigned the task of providing and collecting feedback from this category of stakeholders.

The pro forma for all the feed backs shall be developed by the Director IQAC with the help of other members of IQAC or University teachers. It is also recommended that the feedback must be simple and easily analyzable.

It is also resolved that the Centre for Information Technology (CIT) shall help IQAC in all the aspects of developing, uploading, receiving and providing the feedback to IQAC for analysis.

*Agenda of the 2<sup>nd</sup> IQAC Meeting held on 6<sup>th</sup> July 2018*

The IQAC has developed feedback and appraisal formats for different stakeholders, teachers and academician-administrators of the University. These have been sent to the members of IQAC, present in the first meeting of the reconstituted IQAC. The suggestions forwarded by the members have been incorporated in these feedback and appraisals. If approved these shall be digitized, and uploaded on the University portal at appropriate places with the help of CIT, and they shall be operative from August 1, 2018.

The Feedbacks and Appraisals are as follows:

- 1) Student's feedback
- 2) Parent's feedback
- 3) Alumni's feedback
- 4) Employer's feedback
- 5) Teacher's feedback
- 6) Student's Satisfaction Survey (new requirement for 2018-2019 AQAR)
- 7) Academic Profile of the Faculty

- 8) Appraisal of the office of the Head, Department of Studies
- 9) Appraisal of the office of the Dean, School of Studies

*Minutes of the 2<sup>nd</sup> IQAC Meeting held on 6<sup>th</sup> July 2018*

The feedback and appraisal formats for different stakeholders, teachers and academicians-administrators of the University which have been developed in digitized format using 'Google Form' have been presented 'live' before the IQAC members.

IQAC resolved to approve them with the following observations:

1. All the fields of the Format should be in Urdu, English and Hindi.
2. The Director CIT& member IQAC has been requested to refine and upgrade the technical aspects of the feedbacks and appraisals, and develop or adapt them into an in-house module.
3. In respect of teacher's feedback and their academic profile, the VC observed that the appraisal must have teacher's contribution to real teaching in the classroom, and the innovative methods they use in the classroom for teaching and imparting knowledge. Therefore, it has been resolved by IQAC to include such fields in the feedback and appraisal formats.
4. The IQAC noted and resolved when discussing the student feedback about teachers, that not more than two teachers must teach or share any course [paper].
5. The Dean, Academic Affairs suggested that if the 'Academic Profile of the Faculty' includes the fields that gather information, according to the Academic Performance Indicator (API) categories, it shall help and facilitate IQAC's task of verification of applications of Career Advancement Schemes (CAS) etc.
6. The Director CIT proposed that he would facilitate the calculation of Impact factor and H-Index by providing appropriate links which help in doing so, in the pro forma of Academic Profile of the Faculty
7. On the observation of the member Alumnus that not enough questions have been devised in Alumni's Feedback, the VC asked the Alumnus to provide the relevant questions to IQAC and directed IQAC to include them in the Feedback.
8. The suggestions made by the members in respect of Feedbacks and Appraisal formats have been noted down to be included before they become operational.

9. The Director proposed that appraisal forms must also be developed for non-teaching section and their heads to assess the quality of their work. The members accepted the proposal and approved the same.

*Minutes of the 3<sup>rd</sup> IQAC Meeting held on 9<sup>th</sup> January 2019*

Action Taken Report

The IQAC with the help of CIT has provided the feedback of the students to all the members of faculty on their iUMS dashboard. The teacher appraisal has been labeled as Faculty Achievements, it shall be provided on iUMS to all the teachers very soon. IQAC shall soon organise Quality Fortnight in the University, and carry out academic audit, once the parameters are drawn.

The first three meetings of reconstituted IQAC had included in their agendas the matter pertaining to Online Feedback Systems for different stakeholders. The Online Feedback from all the students was sought by placing the feedback form on every students iUMS portal. Further, it was thought that let the students provide feedback voluntarily first, later, it will be made compulsorily for all.

**Online Student Feedback System**

**3. Feedback Questions**

The questions asked in the feedback pertaining to every course are as follows:

**i) Did you learn the course/paper according to the objective it specified? Yes/no**

The rationale behind the question: The University has completely adopted Choice Based Credit System, and every course displays its objective, course and learning outcome. Therefore, it was gather the assessment of the students whether they found out the course as it claims in its objective.

The question has to be answered in Yes and No.

It was thought that if 75% students say yes, then the course has met its objective; anything below that requires the department and the teacher to look into the course to make it as it claims to be.

**ii) Do you feel the course/paper will be of any help to you in your career progression (for example, employment or higher studies? Yes/no**

The rationale behind the question: The University planned to make every course that it offers in any programme completely relevant to the market/industry needs; and motivational in terms of pursuing it at the advanced/research level in higher studies, wherein it has the potential to make contribution.

The question has to be answered in Yes and No.

Again it was thought that if 75% students say yes, then the course has met its and anything below that requires department and the teacher who taught the course to revisit it, so that it can be made more effective and learning outcome based.

**iii) Have you had easy access to the course material (for example in the University Library or in market)? Yes/no**

The question is asked keeping the University's distinctiveness in mind. That is, as all the courses in every programme of study, save language programmes, are offered in Urdu, the accessibility of subject material in Urdu particularly in engineering, science and technical subjects is difficult. The University has been continuously making all efforts to provide all material in Urdu for all the subjects, through having the books published in these subjects and having the translation done from other languages, yet the issue remains in some course or other.

The answer is again required to be provided in Yes/No.

It was thought that if 90% of students say 'yes' then the department that offers the course has honoured its imparting of knowledge commitment. Anything less requires serious work from the department and university to fulfil its honour its commitment.

**iv) How do you evaluate the teacher who taught you the course?  
Excellent/Good/Average/Poor**

The students is required to assess/grade the teacher bearing in mind the following parameters:

1. Clarity of Concepts of the Subject (Knowledge of the Subject)
2. Effective Presentation of the Subject (Methodology of Teaching)
3. Completion of the Syllabus
4. Communication Skills (in Urdu, except in language subjects)
5. Use of Information and Communication Technology in Class
6. Innovative Teaching Techniques to Impart the Subject
7. Punctuality and Regularity

**Excellent**, if the teacher possesses at least any six parameters, the first parameter being compulsory.

**Good**, if the teacher possesses at least any five parameters, the first parameter being compulsory.

**Average**, if the teacher possesses at least any four parameters, the first parameter being compulsory.

**Poor**, if the teacher possesses at least any three and less parameters.

Since every teacher is provided, the feedback of the courses that they teach they are required to assess themselves and improve themselves wherever it is required.

**v) Any other comment that you wish to make about your course or teacher or learning resources etc.**

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The fifth question is an open-ended question where the students can make any observation pertaining to the course, teacher, learning resources and so on. The students are advised not to make any personal comments.

Since every teacher has access to the feedback of the course that they taught in their iUMS portal, they are required to share their feedback with their heads. All the matters should be discussed and necessary improvements be made in the department's statutory bodies' meetings.

#### **4) Semester-wise Analysis of Online Student Feedback**

The Online Student Feedback is presented Teacher-wise, Department-wise, School-wise, College-Wise, and over all of the University. Teachers are individually provided the feedback on their iUMS. The Department-wise, School-wise and Over-all University feedback responses and their analyses in pie-charts are displayed on the University website.

(<https://manuu.edu.in/University/IQAC/Documents/feedback-analysis>)

The Feedback Analysis Page displays *Student Feedback on Teaching and Learning*, then the category of feedback in terms of Department, School or Overall University. The period of feedback is displayed in the table in terms of Semester Examination for example, Semester Examination, Dec 2018, which means the course, whose examination was held in December 2018.

Given below is the analysis and explanation of Student Feedback on Over-all performance of the University for the semester examinations of December 2018, May 2019, and December 2019. The feedback is presented in pie-chart and percentages on the overall performance of the University on all courses and performance of all the teachers who taught the courses. Again, it is important to note that not all the students participated in the feedback, however, the responses that the students give are encouraging, and the University is planning to make feedback mandatory for every student.