



# MATS UNIVERSITY

University Campus: Gullu, Aarang, Raipur – 493441 | Raipur Campus: MATS Tower, Pandri, Raipur – 492004



## CRITERION1 – CURRICULAR ASPECTS

**1.4.1 STRUCTURED FEEDBACK FOR CURRICULUM AND ITS TRANSACTIONS IS REGULARLY OBTAINED FROM STAKEHOLDERS LIKE STUDENTS, TEACHERS, EMPLOYERS, ALUMNI, ACADEMIC PEERS ETC., AND FEEDBACK PROCESSES OF THE INSTITUTION**

To reduce enormous use of paper and printing the entire data, sign and a seal by the Competent Authority for all the papers, we have used the Class-3 Digital signatures where a Registration Authority i.e. Shri. Gokulananda Panda, Registrar of our University authenticate the documents and responses claimed in this pdf file.

## POLICY FOR FEEDBACK MECHANISM

# **POLICY FOR FEEDBACK MECHANISM**



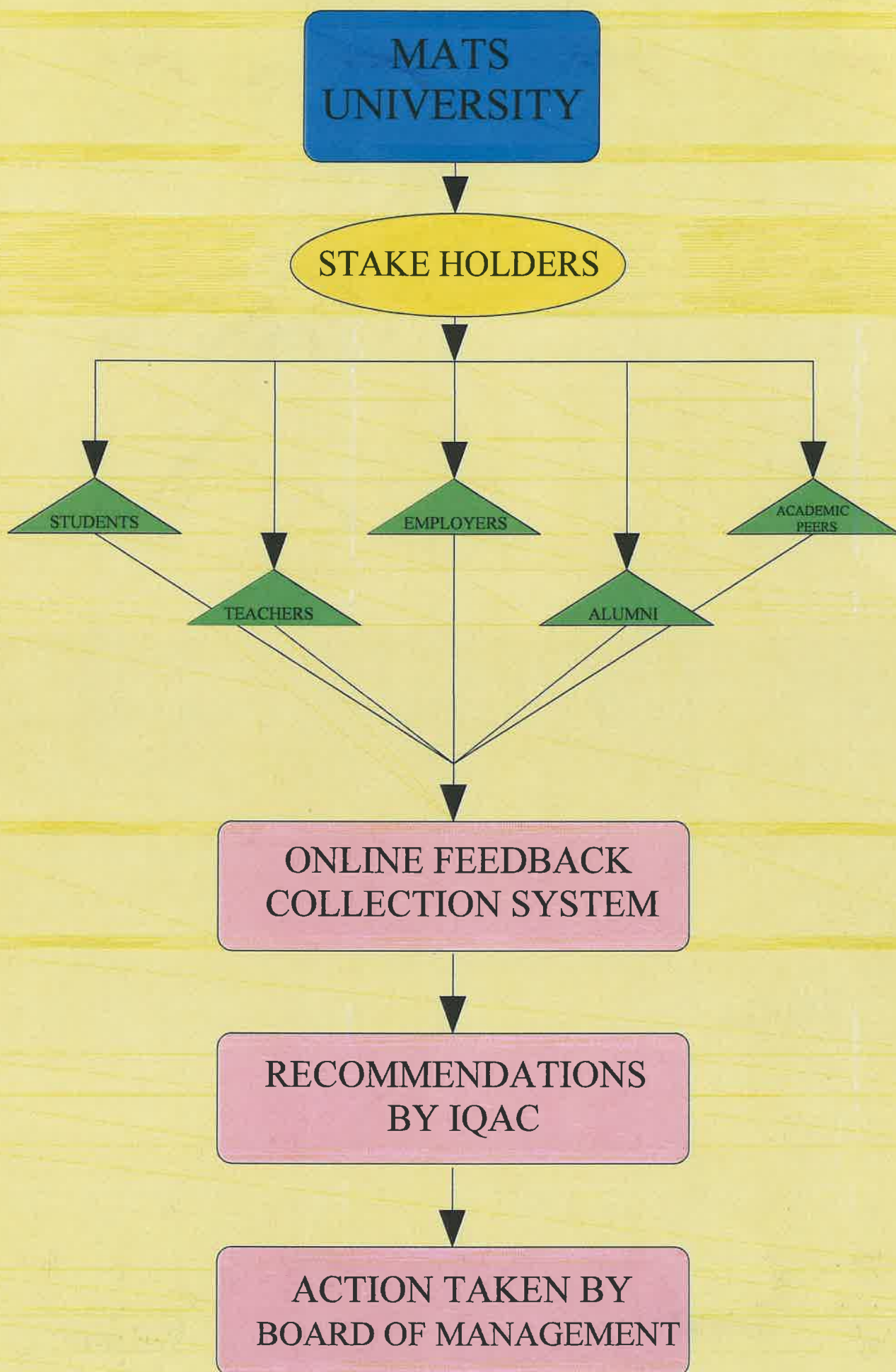
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*ready for life .....*

## **INDEX**

<b>S.No.</b>	<b>Particular</b>	<b>Page No.</b>
1.	Objectives	1-2
2.	Feedback Mechanism	3-5
	Introduction	
	Feedback mechanism procedure	
	Format preparation	
	Types of feedback	
	Students' feedback	
	Faculty feedback	
	Alumni feedback	
	Employers' feedback	
	Academic Peers feedback	
3.	Procedure of Feedback Collection	6-7
	Collection of Data	
	Analysis of Feedback Received	
	Action Taken	
4.	Revision of Feedback Form	7
5.	Role of Feedback Committee	7







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## **THE KEY OBJECTIVES OF FEEDBACK POLICY:**

### **1. Enhancing Employability:**

- Provide practical and soft skills directly applicable in the workplace, such as communication, teamwork, and leadership.

### **2. Bridging the Industry-Academia Gap:**

- Introduce current industry trends and technologies, and facilitate interactions with industry professionals through workshops, seminars, and internships.

### **3. Promoting Personal Development:**

- Foster the development of well-rounded personalities, including time management, stress management, and work-life balance skills.

### **4. Supporting Academic Excellence:**

- Offer advanced learning opportunities in specialized areas and support research-oriented learning, encouraging innovation and creativity.

### **5. Building Global Competency:**

- Enhance understanding of global cultures, languages, and international business practices, preparing students for careers in a globalized economy.

### **6. Cultivating Entrepreneurial Skills:**

- Foster an entrepreneurial mindset with tools for starting and managing new ventures, including business planning and financial management.

### **7. Developing Technological Proficiency:**

- Ensure proficiency in the latest technological tools and platforms, such as programming, data analysis, and cybersecurity.

### **8. Encouraging Interdisciplinary Learning:**

- Promote learning that integrates knowledge from multiple fields, offering a holistic understanding of complex issues.



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9. Instilling Ethical and Social Awareness:

- Foster a sense of social responsibility and ethical behavior, with courses on environmental sustainability, corporate social responsibility, and professional ethics.

10. Service Improvement

- To improve our services like hostel, mess, Accounts, Admin, Exams etc on a periodical/ semester basis.

11. Promoting Lifelong Learning:

- Encourage continuous learning and adaptability, fostering a culture of pursuing new knowledge and skills throughout one's career.

These objectives ensure that value-added courses produce graduates who are academically proficient, highly skilled, and well-prepared for the challenges of the modern world.



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### FEEDBACK MECHANISM

#### 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 inculcate a sense of ownership about the organization and make them feel valued and responsible. Regular feedback is important across the entire organization to remain aligned to goals. It is part of the continuous learning process for regular improvisations to serve better. MATS UNIVERSITY 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 on quality related institutional processes. MATS University always conducts 360-degree feedback.

#### FEEDBACK MECHANISM PROCEDURE

MATS University has fourteen Departments. For uniformity and standardization of procedures, these guidelines shall be applicable to all the Departments of MATS UNIVERSITY. Apart from this central mechanism, it is desirable that each Departments create their own internal mechanisms of obtaining feedback from students and faculty members for continuous improvements in their respective faculties. The central feedback mechanism in MATS UNIVERSITY will include the following steps:





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1) **Format preparation:**

The format for each type of feedback to be filled in by each stakeholder shall be prepared by the feedback committee under IQAC. The feedback forms to be collected electronically shall be prepared through a central email id monitored by the feedback committee under IQAC. The online feedback forms can be accessed through the university website.

STAKEHOLDERS: The multiple stakeholders of the university are:

- a) Students'
- b) Faculty
- c) Academic Peers
- d) Alumni
- e) Employers

2) **Types of feedback**

2.1 Student input: The university's most significant stakeholders are its students. Through the teacher in charge, the standard format will be distributed by IQAC to the students so they can comprehend the instructional strategies and classroom setting. This must be gathered, at least once a year, under the teacher in charge supervision. Every year or semester, students will gather information about the faculty members instructing during that year or semester. They are asked for input in the four main sections listed below.

a) Section I: Curriculum-Related Comments: Students' opinions on all curricular components, such as course content, learning materials, learning environment, delivery quality, and assessment, will be gathered for the curriculum feedback survey. Additionally, it will ask about course topics that the student believes ought to be changed or added considering real-world situations. This is a crucial component of any system for quality assurance. Every semester or year, students will gather this feedback at the end of the semester or year, whichever applies. All pertinent information will be sent to them as the curriculum is being created so they can review it and take the appropriate action.

b) Section II: Input on the Academic Environment: This section will contain input on the standards of instruction.

c) Section III: Comments Regarding the University's Opportunities: Feedback on all the extra opportunities for students' overall development will be part of this. These will include different groups and societies, outreach initiatives, supplementary classes, webinars, visits, opportunities for career placement, and an overall setting that promotes learning and development.





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d) Section IV: Infrastructure Feedback: This section will include comments regarding the university's entire infrastructure and facilities. This review will address every aspect of MATS UNIVERSITY that directly affects students, including the library, classrooms, transportation, dorms, cafeteria, restrooms, and campus life. All students, regardless of semester, will have this collected once a year. Nonetheless, the focus would primarily be on the final semester graduating students to ascertain their overall impression of the institute during their academic journey.

**2.2 Faculty feedback:** The goal of this feedback is to get faculty opinions on the university's overall educational environment. The input of teachers on curriculum design and revision, employability, examination patterns and reforms, teaching strategies, and the general teaching-learning environment will be the focus of this feedback. During the academic year, a single collection of faculty feedback will be made.

**2.3 Alumni feedback:** The goal of this feedback is to get opinions from former students about the standards of MATS University's courses and programs. This will also assist in determining the degree to which the program's objectives have been met. During the yearly Alumni Meet, input from all involved MATS UNIVERSITY alumni will be gathered. The Alumni coordinators will receive the feedback format from IQAC and can use it to submit feedback electronically or by hand. The alumni coordinators will forward the gathered input to IQAC for review and appropriate action.

**2.4 Employers' feedback:** This feedback's goals are to get the employers' feedback about MATS UNIVERSITY graduates' quality and determine whether recruiters' expectations were met. It is possible to evaluate a student's knowledge gained during their education as well as their capacity to manage professional situations. The formats created by IQAC must be delivered to the Placement Cell so that recruiters can either electronically or manually collect their feedback. The various Departments will receive the gathered input and take the appropriate action from them.

**2.5 Academic Peers feedback:** MATS UNIVERSITY takes the initiative to approach academic peers and inform them about the opportunities available to students for both academic and professional growth, either directly or through the departments in question. The Internal Quality Assurance Cell will manually or electronically gather feedback from academic peers about the institution's delivery of academics, including course employability, skill training, practical learning, and their general satisfaction with students' progress (IQAC).



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- 3) **Procedure of Feedback Collection** - The feedback forms shall be circulated through IQAC to the concerned Departments dealing with the stakeholder.

Type of feedback	Mechanism of circulation
Students' Feedback	Departments
Faculty Feedback	Departments
Alumni feedback	Departments / Alumni Association
Employers' feedback	Placement Cell/Departments
Academic Peers	Departments

- 3.1) **Collection of Data – The data of the feedback shall be collected as follows:**

Type of feedback	Mode	Collecting body	Schedule of collection
Students' Feedback	Online	Departments	Semester Wise
Faculty Feedback	Online	Departments	Semester Wise
Alumni Feedback	Online	Alumni Asso/ Deptt	Annually
Employers' Feedback	Online	Placement/ Deptt	Annually
Academic Peers Feedback	Online	Departments	Semester Wise

- 3.2) **Analysis of Feedback Received - The feedback received will be analyzed online as per the mode of collection and results will be reviewed as follows:**

Type of feedback	Analysis and review by
Students' Feedback	IQAC/ Feedback Committee
Faculty Feedback	IQAC/ Feedback Committee
Alumni Feedback	IQAC/ Feedback Committee
Employers' Feedback	IQAC/ Feedback Committee
Academic Peers Feedback	IQAC/ Feedback Committee



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**3.3) Action Taken - All feedback analysis and recommended actions must be approved by the Registrar/ Vice Chancellor prior to implementation. The record of the same must be held by IQAC.**

Type of feedback	Action taken by
Students' Feedback	Departments/ Administration
Faculty Feedback	Departments/ Administration
Alumni Feedback	Alumni Asso/ Departments/ Administration
Employers' Feedback	Administration
Academic Peers Feedback	Departments/ Administration

**NOTE:** The action taken report by each concerned Dept/Faculty shall be submitted to IQAC within a month of analysis of feedback. All feedback concerning the University must be forwarded to Registrar/ Vice Chancellor of the University by IQAC after due approval from the Board of Management.

**4) Revision of Feedback Form** - The feedback forms can be revised as per requirements. The revisions shall be made by the feedback committee and shall be approved by IQAC.

**5) Role of Feedback Committee** - The feedback committee of IQAC shall serve the following functions:

- 1) Preparation of feedback formats for each stakeholder of MATS UNIVERSITY.
- 2) Generation of electronic forms and ensure their access on the website.
- 3) Analysis of feedback responses received.
- 4) Presentation of recommendations after analyzing feedback to IQAC.
- 5) Revision of the formats as per requirement.

IQAC Director  
MATS University  
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(Dr. Vijay Bhushan)

Registrar  
MATS University  
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