***ANNEXURE – IX-C***

**ICFAI University Nagaland**

**STANDARD OPERATING PROCEDURE FOR ADMINSTRATION OF**

**STUDENTS FEED BACK FORM**

**General.**

**1.** Icfai University is committed to the goal of imparting knowledge to the students , and their all round development. Mutual understanding and respect between the faculty and the students is the most essential ingredient for success of such an endeavor. Students Feed Back Form is an important means of understanding the student’s viewpoint, improving the teaching methodology, and promoting students - faculty cohesion. As such, it is sacrosanct that the Students Feed Back Form is administered and analyzed regularly, and with due sincerity of purpose.

**2.** The aim, responsibility, procedure of administration and follow up action, in respect of the Students Feed Back Form , is laid down in the succeeding paragraphs.

**Aim of Students Feed Back Form.**

**3.** The aim of Students Feed Back Form is to :-

(a) Allow students to freely and frankly express their views about the suitability of instructions and teaching methodology, and any other issue that may be agitating their minds.

(b) Enable the Center Heads to know the strengths and weaknesses of the current teaching methodology, administrative arrangements, as well as that of the individual faculty members, and thus facilitate initiation of appropriate corrective steps, where necessary.

(c) Acquaint the Management with the prevailing academic environment in the institution and allow appropriate decision making for betterment of the institution.

**Responsibility.**

**4.** Primary responsibility of insuring that the Students Feed Back Form is administered regularly, rests with the Center Head. However, the Academic Coordinator is directly responsible and accountable for periodic administration and proper processing of the Students Feed Back Form .

**Procedure.**

**5.** **Frequency**. Students Feed Back Form will be administered on the last working day of every semester, by the Academic Coordinator appointed for the purpose by Center Head.

**6.** **Layout.**  Different forms will be used for obtaining feedback from PG and UG students. The layout of these forms is given at Annexure “ A “ and “B”. The forms will be printed under the arrangements of the respective institutions.

**7.** **Confidentiality**. Frank views can be obtained only if the identity of the person making the comments is known to be strictly confidential. There fore the identity of the students filling the form , will be kept strictly concealed by the following steps :-

(a) The students will be instructed to write their name and sign only in Part One

of the form.

(b) Students will be advised to formulate their own four figure code and enter it in Part One and Part Two of the form, at the place provided for the purpose.

(c ) After filling up the form the students will fold the form, staple it once, and hand it over to the Academic Coordinator, who will not unfold the forms.

(d) After all forms are collected, the Academic coordinator will place them in an envelop and seal it in front of all the students. The envelop will then be signed by the Academic Coordinator and two students, which will be handed over by the Academic coordinator to the Registrar of the University. The Registrar will do the needful in getting the summery sheet prepared. The copies of the summery sheet thus prepared will be given to the office of the Vice Chancellor/ Dean/ Academic coordinator and the respective faculty.

**8.** **Briefing.** Students will be given 30 minutes to fill up the form. The Academic Coordinator will brief the students before start of the session about the aim and confidentiality of the form, as given at paragraphs 3 and 7 above. It will be specifically highlighted that:-

(a) The purpose of feed back is not to punish or reprimand the teacher in case of adverse feed back, but it is only to help the teacher to improve his performance in the areas he is found to be lacking.

(b) The identity of the students is not disclosed to any of the faculty / staff or even to the Center Head. Hence, the students need not fear of any backlash.

**Follow Up Action.**

**9.** On receipt of the forms, the Academic Coordinator at NEUC Head Office will remove Part One of the forms and retain them for record. He will there after process the data and prepare a summary of the students feedback as per the Annexure “C” attached. The Summary along with the feedback forms will be put up to the Director/Registrar/

VC for their perusal and directions. The summary of the feed back will be sent to the Center Head. The Part II of the feedback form will be retained at the INEU HQ.

**10.** Based upon the directions of the Registrar/VC, the Center Head will take appropriate corrective action as necessary, including counseling of the faculty members and improvement of administrative amenities. The Center Head will give a feed back by issuing a letter as per Annexure “D”, to each faculty, and follow up with one to one counseling if required, in specific cases.

**ICFAI University Nagaland**

**Dimapur: Nagaland**

**STUDENTS FEED BACK FORM**

**PART ONE**

1. Enrollment No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 2. Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. Programme: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_4. Semester \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature

**ICFAI UNIVERSITY NAGALAND**

**UG STUDENTS FEEDBACK FORM**

**PART TWO**

The objective of this exercise is to maintain feedback from the students of the UG program about faculty, library and general infrastructure.

1. The feedback is taken for the syllabus covered until end-semester.
2. Each subject and faculty is rated separately for all courses in a semester. Please award points between 0 and 10 ( 0 being poor performance and 10 being the best performance) for each of the parameters viz, subject, knowledge, presentation, etc. For ‘Use of Mother Tongue in the class room’ 0 indicates extensive use of Mother Tongue and 10 indicates no use of Mother Tongue and only use of English.
3. If a subject is taught by more than one faculty member, separate feed back should be filled for each .
4. Similar ratings may be done for library and other infrastructure.
5. **Code: Subject: Name of Faculty**:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Subject  Knowledge (F1) | Presentation  Skills (F2) | Interaction  (F3) | Approachability  (F4) | Curriculum  Coverage (F5) | Coverage of  Latest Trends (F6) | Punctuality  (F7) |
|  |  |  |  |  |  |  |

1. **Code:** **Subject: Name of Faculty:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Subject  Knowledge (F1) | Presentation  Skills (F2) | Interaction  (F3) | Approachability  (F4) | Curriculum  Coverage (F5) | Coverage of  Latest Trends (F6) | Punctuality  (F7) |
|  |  |  |  |  |  |  |

1. **Code: Subject: Name of Faculty:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Subject  Knowledge (F1) | Presentation  Skills (F2) | Interaction  (F3) | Approachability (F4) | Curriculum  Coverage (F5) | Coverage of  Latest Trends (F6) | Punctuality  (F7) |
|  |  |  |  |  |  |  |

1. **Code: Subject: Name of Faculty:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Subject  Knowledge (F1) | Presentation  Skills (F2) | Interaction  (F3) | Approachability (F4) | Curriculum  Coverage (F5) | Coverage of  Latest Trends (F6) | Punctuality  (F7) |
|  |  |  |  |  |  |  |

1. **Code: Subject: Name of Faculty:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Subject  Knowledge (F1) | Presentation  Skills (F2) | Interaction  (F3) | Approachability (F4) | Curriculum  Coverage (F5) | Coverage of  Latest Trends (F6) | Punctuality  (F7) |
|  |  |  |  |  |  |  |

1. **Code: Subject: Name of Faculty:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Subject  Knowledge (F1) | Presentation  Skills (F2) | Interaction  (F3) | Approachability (F4) | Curriculum  Coverage (F5) | Coverage of  Latest Trends (F6) | Punctuality  (F7) |
|  |  |  |  |  |  |  |

1. **Code: Subject: Name of Faculty:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Subject  Knowledge (F1) | Presentation  Skills (F2) | Interaction  (F3) | Approachability (F4) | Curriculum  Coverage (F5) | Coverage of  Latest Trends (F6) | Punctuality  (F7) |
|  |  |  |  |  |  |  |

1. **Library:**

|  |  |  |  |
| --- | --- | --- | --- |
| Magazines & Journals  (L1) | Dailies (L2) | Reference Books (L3) | General Reading (L4) |
|  |  |  |  |

1. **Others:**

|  |  |
| --- | --- |
| Physical Infrastructure (O 1) | Extra Curricular Activities (O 2) |
|  |  |

**Comments if Any.**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **ICFAI University Nagaland**  **PG STUDENTS FEEDBACK FORM**  **Part Two** | | | | | | | | |
| **Read the statements given below carefully with reference to each subject and evaluate *on a scale of 1(low) ……10 (high)*** | | | | | | | | |
| **Faculty Name** | | **Mr.** | **Mr.** | **Mr.** | **Mr.** | **Mr.** | **Mr.** | **Mr.** |
| **Subject** | |  |  |  |  |  |  |  |
| 1 | I gained sound knowledge in this course |  |  |  |  |  |  |  |
| 2 | I got explanations for my queries/doubts from the faculty |  |  |  |  |  |  |  |
| 3 | I got a good perspective of all the important topics covered in the syllabus |  |  |  |  |  |  |  |
| 4 | I learnt additional concepts beyond what is included in the syllabus |  |  |  |  |  |  |  |
| 5 | I agree that the faculty made the course interesting |  |  |  |  |  |  |  |
| 6 | I can relate the concepts to the applications in the corporate environment |  |  |  |  |  |  |  |
| 7 | I was given exposure to sufficient practical examples and case studies by the faculty |  |  |  |  |  |  |  |
| 8 | The Climate in the classroom was conducive to collective learning |  |  |  |  |  |  |  |
| 9 | Discussions in the class stayed on target with minimal digressions |  |  |  |  |  |  |  |
| 10 | I was given helpful and timely feedback on my performance and progress .during the semester |  |  |  |  |  |  |  |
| 11 | Marks were awarded to me fairly and impartially |  |  |  |  |  |  |  |
| 12 | I felt free to express and explain my views in classroom |  |  |  |  |  |  |  |
| 13 | Every student got a fair opportunity to display his/her intellectual capacity |  |  |  |  |  |  |  |
| 14 | I could easily approach the faculty in his/her chamber for any help or clarification |  |  |  |  |  |  |  |
| 15 | Punctuality |  |  |  |  |  |  |  |
|  | | | | | | | | |
| **Comments if any :** | | | | | | | | |

**ICFAI UNIVERSITY NAGALAD : SUMMARY OF STUDENTS FEEDBACK FORM**

(To be compiled by Academic Coordinator and sent to The Registrar)

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Campus** |  | **Date** |  |  | - |  |  | - |  |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Program |  | Class of |  |
| Semester |  |  | |

**Summary of faculty rating :**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Faculty Member Rating** | | | | | | | | | | | | | | | | | | | | | | | |
| Course Code | | Subject | | | Faculty Name | | | F1 | F2 | F3 | F4 | F5 | F6 | F7 | F8 | F9 | F10 | F11 | F12 | F13 | F14 | F15 | Overall Rating |
|  | |  | | |  | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | |  | | |  | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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|  | |  | | |  | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Library Ratings | | | | | | | Physical Infrastructure | | | | | | | | | Rating for Extracurricular Activities | | | | | | | |
| L1 | L2 | | L3 | L4 | | Overall Rating | O 1 | | | | | | | | | O 2 | | | | | | | |
|  |  | |  |  | |  |  | | | | | | | | |  | | | | | | | |

**Summary of Salient / Relevant Comments.**

Signature of the Registrar: