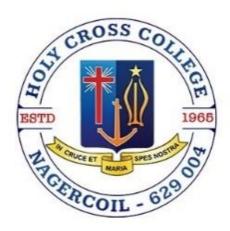# HOLY CROSS COLLEGE (Autonomous)

Nagercoil - 629 004, Tamil Nadu, India

(Affiliated to Manonmaniam Sundaranar University, Tirunelveli)

Accredited with A⁺ Grade (CGPA 3.35 - 4th Cycle) by NAAC

An ISO 9001:2015 Certified Institution

FEEDBACK POLICY

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Policy Statement

The feedback policy of the institution aims at ensuring high level of performance by the institution and to ensure stakeholder satisfaction through targeted feedback and interventions. This policy outlines the procedures for providing feedback and the steps taken to address it.

Objectives

- To enhance faculty and student engagements and learning outcomes for the holistic development of learners, faculty, and the overall educational ecosystem.
- To gather information for continuous improvement in teaching and learning processes.
- To identify the strengths and areas for improvement.
- To foster a culture of self-assessment and growth orientation among students and faculty.
- To bridge the gap between academia and industry by updating courses to reflect current trends and technological advancements.
- To focus on enhancing student learning and academic achievement through positive feedback, clear communication, and timely interventions.
- To promote transparency in academic progression and institutional processes and encourage collaborative learning through incorporation of student suggestions.

Purpose

The purpose of this policy is to

- Provide a structured framework for constructive feedback exchange.
- Identify and implement changes to enhance overall organizational performance.
- Support employees' professional growth by offering constructive feedback on strengths and areas for improvement.
- Promote a positive and constructive workplace by valuing and acknowledging employee contributions.
- Demonstrate organizational appreciation for employee opinions and insights.
- Establish a structured process for addressing and resolving conflicts through feedback channels.
- Prevent potential conflicts from escalating and affecting team dynamics.

- Align individual and team goals with organizational objectives through regular feedback.
- Direct efforts toward achieving common goals and objectives.
- Foster a sense of accountability by clearly defined expectations and responsibilities.
- Implement a mechanism for tracking and measuring individual and team performance.

Formal Channels of Feedback

1. **Students**:
   - Students of both the undergraduate and postgraduate programs are to perform SLOC analysis, systematically examining and evaluating the Strengths, Limitations, Opportunities, and Challenges of the departments as well as the institution.
   - Students can enhance the learning experience by providing feedback to individual teachers, focusing on behaviours, offering constructive suggestions for improvement, and using appropriate channels for communication.
   - Students can contribute to the refinement and effectiveness of the curriculum by providing thoughtful feedback that highlights specific strengths, identifies areas for improvement, and suggests relevant adjustments, fostering a collaborative approach to enhancing the overall learning experience.

2. **Parents' and guardians' feedback**
   - Parents contribute valuable feedback on the curriculum each semester, providing insights and perspectives that contribute to ongoing improvements.

3. **Alumni**
   - Alumni contribute valuable feedback on the institution and curriculum, providing insights that contribute to potential enhancements and refinements

4. **Faculty**
   (a) Feedback on curriculum
   - Faculty are to provide insights and perspectives on the current curriculum, as their comprehensive feedback serves as a crucial cornerstone in the ongoing enhancement and refinement of the academic programs,
   - Faculty can provide their collective expertise by fostering collaborative and dynamic environment which contributes to the continuous improvement and alignment of the curriculum with the evolving needs of education and the ever-changing landscape of the professional world.

   (b) Annual Self-Appraisal
   - Faculty Self Appraisal involves a systematic and reflective process wherein educators assess their own performance, contributions, and professional development within the academic institution, encompassing a comprehensive review

of teaching methodologies, research endeavours, administrative responsibilities, and overall commitment to fostering a positive learning environment."

(c) Score Card

- Score Card for Faculty Self Appraisal is a comprehensive and structured assessment tool designed to facilitate the evaluation and reflection of an educator's performance, contributions, and professional development within the academic setting. This instrument encompasses various key domains, including but not limited to teaching effectiveness, research and scholarly activities, service to the institution and community, continuous professional growth, and adherence to ethical and institutional standards.

5. **Controller of Examinations Feedback**
   - The Controller of Examinations provides valuable feedback on the examination system.

6. **BOS Feedback**
   - The subject experts on the Board of Studies provide in depth feedback on curriculum.

7. **Secretary**
   - Performance Appraisal Form assists in evaluating and improving the quality of teaching.
   - Annual Feedback on Teachers to the Secretary

8. **Feedback from Academic Peers**
   - Visiting Faculty in the capacity of Conference Resource Persons, Doctoral Program Examiners, and Participants in the various events conducted by the college are invited to provide feedback

9. **Employers' Feedback**
   - The placement and Career Guidance Cell gathers and consolidates feedback from past, current as well as potential employers in the form of feedback as well as expectations.

Informal Channel

I. Student Feedback

(i) Class Teacher: Collects feedback which serves as a valuable resource for encouraging students to assess their strengths and identify areas for growth.

(ii) HOD on Teachers and teaching: In this process, students provide constructive feedback which can help to understand the difficulties in the syllabus, course materials, etc., leading to enhanced academic performance.

(iii) Course Instructor: Personalized feedback addresses the unique learning requirements of individual students, fostering a supportive environment.

(iv) Open Forum: Students express the quality and delivery of educational content, ensuring that it remains relevant and engaging by adopting innovative pedagogies.

Students voice about their basic needs and other amenities inside the campus thereby communicating their concerns and suggestions for constructive changes.

(v) Quality Circle: Students provide effective feedback mechanisms to actively engage in reflective dialogues and discussions.

II. Teachers

Open Forum: Teachers openly share appreciations on the benefits obtained and express on the required needs.

HOD: Implement regular reviews, and feedback loops to gauge progress and make necessary adjustments for the development of students.

III. Parents

PTA: Parents provide an external viewpoint on their child's education, with academic, health and safety aspects

IV. Social Media Engagement: Parents express their appreciation and share their opinions on campus news and various college programs via the social media platforms of the college.

V. Local community people provide feedback on the extension services rendered by the college

Feedback is to be collected at stipulated times, analyzed and plan of actions have to be communicated for further action.

PRINCIPAL
Holy Cross College
(Autonomous)
Nagercoil - 629 004.

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