



Estd. 1990

**IMS GHAZIABAD**  
**(UNIVERSITY COURSES CAMPUS)**  
Status of 12(B) by UGC

**SOP for Feedback Analysis**

**&**

**Feedback Committee**

**Academic Year 2023-2024**



## Institute of Management Studies Ghaziabad (University Courses Campus)

NH09, Adhyatmik Nagar, Ghaziabad, Uttar Pradesh-201015, India



### **NOTICE-FACULTY**

**Ref No: IMS/2023/1734**

**Date: 29-01-2024**

#### **Feedback Committee (Curriculum Feedback for NAAC)**

The Feedback Committee is hereby constituted for the curriculum feedback analysis by Internal Quality Assurance Cell.

S.No	Faculty Name	Responsibility	Department
1	Ms. Akansha Tyagi	In-Charge	Department of Management
2	Mr. Subhro Sen Gupta	Member	Department of Management
3	Mr. Sunil Kumar Sharma	Member	Department of Computer Science
4	Mr. Anurag Singh	Member	Department of Journalism & Mass Communication
5	Ms. Neha Anttal	Member	Department of Biosciences

The feedback committee will ensure the collection as well as analysis of the feedback from different stockholders i.e. Students, Faculty, Alumni, and Employers to the Head, IQAC.



**Registrar**

Copy to: Director, for kind information via email.

Faculty, for kind information via email

Mr. Gaurav Kaushik, request uploading on the website, via email.

**Reception, for filing via email.**

The Standard Operating Procedure (SOP) /Rules governing Feedback Analysis, Action Taken Report, and follow-up (Systems and processes) are hereby notified by the Institution.

**Overview of the feedback process:**



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As a means of quality assurance, feedback analysis of various stakeholders in any organization is of utmost importance. Hence our institute is also following a structured standard format to obtain feedback from stakeholders including students, faculty, employers, professionals, alumni, and parents.

<b>S.No.</b>	<b>Stakeholder</b>	<b>Frequency</b>	<b>Sample</b>	<b>Standard Format</b>	<b>Digital/ Manual</b>
1	Students	Half Yearly	All students	Yes	Yes
2	Faculty	Half Yearly	All teachers	Yes	Yes
3	Employers	Yearly (Through Campus Visits, Industry Visits, and Pool campus)	Convenience Sampling	Yes	Yes
4	Alumni	Yearly	Convenience Sampling	Yes	Digital or Manual

### **The institute ensures timely feedback and analysis from the following stakeholders:**

The Academic Council and IQAC of the institute in the mid and at the end of the semester along with the Feedback Committee will finalize all the formats for the feedback. The decision to include or exclude issues/questions in the format will depend upon the relevance of the respective questions/issues in the current scenario and based on the analysis of the responses of the various



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stakeholders.

**Step No.1** – Feedback is taken from different stakeholders.

- Students
- Faculty
- Employers
- Alumni

Two types of Feedback are taken from the students in the standard format

1. Curriculum Feedback
2. Specialization Feedback

**Step No.2** – All the feedback are taken on time by the feedback committee. Student and faculty feedback is taken online, the rest of the feedback can be taken in the online /offline mode.

**Step No.3** - The finalized formats will be kept by the feedback in charge which will be shared with all the HODs, who will implement the feedback collection process in their respective Departments.

Feedback taken from all the stakeholders is analyzed by the feedback committee semester-wise/ annually.

### **Purpose of feedback**

Institution obtains feedback on the syllabus and its transaction from different stakeholders. IQAC conducts comprehensive feedback to achieve quality enhancement. Which comprised of different stakeholders which are as follows:

**Student Feedback** - It is a structured method of collecting feedback from students through online mode each semester. This consists of faculty feedback from students and curriculum feedback.



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**Faculty Curriculum Feedback** – Faculty members continuously review the syllabus in terms of meeting the corporate expectations, no. of hours allotted for the assigned subject, reference material & and books prescribed/listed in the syllabus, and also ensure that the objectives of the syllabus are well-defined.

**Alumni Feedback** – The Institute views its alumni as a valuable source of information. Alumni feedback offers important perspectives for evaluating academic programs and student services.

**Employer Feedback** – The management emphasizes taking regular feedback from the employers visiting the campus in areas like curriculum, quality of campus visits, the quality of students working with the institution, etc.

**Mentor-Mentee Feedback** – The students share their feedback with the allotted mentors every month regarding issues confined to academics, attendance in classes, extracurricular activities, etc.

**Class Representative Feedback** – CR meeting is held with the HOD of the department in the presence of the Year Coordinator. They freely discuss the class issues, achievements, and challenges, and the new innovative changes & and ideas are discussed for the betterment.

**Open House Feedback** – An open house session is conducted twice a semester for students by the Management Committee and Director of the Institution. During the open house session, students share the teacher's teaching quality, the Functions of the various units, and the Physical facilities of the Institution.

### **The compilation of the feedback:-**

The Feedback will be compiled at each department by the respective faculty member of the feedback committee; so that feedback confidentiality is duly maintained by the department.

The data is compiled by the In-Charge of feedback and submitted the report of the same to the IQAC.

After receiving the report from the feedback committee, IQAC will organize a review meeting and after reviewing the same it will be further forwarded to the Academic Council.



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The Academic Council will further look into the compiled feedback and in the light of the inferences drawn will discuss the feedback-related issues and the causes of the concern will be noted and a corrective action plan will be made by the Academic Council. This corrective action plan will be shared with the IQAC for the further process and the implementation of the recommendations and suggestions by the Academic Council will be shared by IQAC to feedback in charge of implementing the correction will be mapped in the next feedback cycle.

Subject faculty based on the feedback concerns will be individually counseled by the HODs and further by the director of the institution if required.



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**FEEDBACK FORMATS APPROVED BY THE INSTITUTION ARE ENCLOSED AS ANNEXURE**

<b>Annexure-I</b>	<b>Feedback format from students</b>
	A. Feedback on Curriculum
	B. Feedback on Faculty members
<b>Annexure-II</b>	<b>Feedback from Teachers/ Faculty Members</b> A. Feedback on Curriculum, Syllabus and Co-Curricular Aspect
<b>Annexure-III</b>	<b>Feedback from Employers</b> A. Feedback on Academics, Facilities, Support, and Services B. Feedback on Curriculum, Syllabus, and Co-Curricular Aspect
<b>Annexure-IV</b>	<b>Feedback from Alumni</b> A. Feedback on Academics, Facilities, Support, and Services Feedback on Curriculum, Syllabus and Co-Curricular Aspect

**Director**  
IMS, Ghaziabad  
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**ANNEXURES**

**(Sample Feedback Forms)**

**A) Student's Feedback on Curriculum**

**Program -**

**Batch -**

**Semester -**

**Date –**

**Please score the following on a scale by checking the appropriate response.**

**Scale: - Excellent (5) Very Good (4) Good (3) Average (2) Poor (1)**

S.No	Particulars	5	4	3	2	1
1.	How do you rate the objectives of the courses?					
2.	How do you rate the relevance of the course with respect to employability?					
3.	How do you rate the evaluation scheme of the course?					
4.	How do you rate the syllabus stated for the course?					
5.	How do you rate the availability and accessibility of the number of books prescribed in the library?					
6.	Does the course content imbibe life skills and					





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	professional ethics?					
7.	Rate the overall learning experience.					

8. Any Other Suggestion.

Your answer

### B) Student's Feedback on Specialization

**Program -**

**Batch -**

**Semester -**

**Date –**

**Please score the following on a scale by checking the appropriate response.**

**Scale: - Excellent (5) Very Good (4) Good (3) Average (2) Poor (1)**

S.No	Particulars	5	4	3	2	1
1.	Preparation of teacher in terms of Knowledge, Skills, and Attitude towards teaching of specialization subject.					



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2.	Competency of the teachers in creating a learning environment in the class.					
3.	The Institute's current curriculum of specialization programme is relevant for employability.					
4.	The specialization helps in building entrepreneurial motives among the students for starting their ventures.					
5.	The specialization bridges the gap between Industry and Academics.					
6.	Materials provided for the specialization are relevant, updated, and appropriate.					
7.	Communication and effectiveness of session delivery.					
8.	Faculty fairness in terms of evaluation, syllabus completion, punctuality, and guidance after the session.					

9. Any Other Suggestion.

Your answer



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**Faculty Feedback on Curriculum**

**Name of Respondent:**

**Name of the Department:**

**Contact Number:**

**Email Id:**

**Please score the following on a scale by checking the appropriate response.**

**Scale: - Excellent (5) Very Good (4) Good (3) Average (2) Poor (1)**

S.No.	Curriculum, Teaching, Learning, and Evaluation	5	4	3	2	1
1	The content of the syllabus is suitable for the course.					
2	The aims and objectives of the syllabi are well-defined and clear to teachers and students.					
3	The specified contact hours stated in the syllabus are sufficient to complete the syllabus.					





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**11.** Please mention any other suggestions:

Your answer

**Name and Signature of Faculty**



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### **Employer Feedback Form**

#### **Feedback on Curriculum**

##### **A) Feedback on the Quality of Campus Visit**

**Scale: - Excellent (5) Very Good (4) Good (3) Average (2) Poor (1)**

S.No.	Particulars	5	4	3	2	1
1.1.	How is the quality of our students, do they have adequate skills?					
1.2.	Rate the quality of students in terms of usage of technical skills.					
1.3.	Does the curriculum accommodate courses with experiential learning (hands-on)?					
1.4.	How is the quality of our students, do they have adequate skills?					

##### **B) Feedback on Recruitment Experience and Student Preparedness**

**Scale: - Excellent (5) Very Good (4) Good (3) Average (2) Poor (1)**

S.No.	Particulars	5	4	3	2	1
2.1	Ease of coordination with the placement cell during your recruitment drive?					
2.2	No. of students promised were available for the drive.					



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<b>2.3</b>	The student's knowledge was as per your expectations.					
<b>2.4</b>	Students' resumes were professional.					
<b>2.5</b>	Students were professionally dressed.					
<b>2.6</b>	Students were aware of your company and the job profile offered					
<b>2.7</b>	Rate the overall experience with IMS Ghaziabad (University Courses Campus).					

### C) Feedback on the Quality of the students working with you

**Scale: - Excellent (5) Very Good (4) Good (3) Average (2) Poor (1)**

<b>S.No.</b>	<b>Particulars</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
<b>3.1</b>	Ability to contribute to the goal of the organization.					
<b>3.2</b>	Technical knowledge, skills and ability to manage leadership innovativeness.					
<b>3.3</b>	Interpersonal skills with seniors, peers and subordinates.					



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<b>3.4</b>	Ability, motivation and involvement in social activities.					
<b>3.5</b>	Obligation to work beyond schedule if required.					
<b>3.6</b>	Overall impression about their performance.					

4. Any specific Feedback which you would like to give, please mention below: -

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5. Based on your current experience and talent search at our campus would you like to visit/hire from our campus next year? (Yes/No)

Name: \_\_\_\_\_ Position: \_\_\_\_\_

Company/organization: \_\_\_\_\_

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

Signature \_\_\_\_\_

Thank you so much for scheduling the on-campus/off-campus drive for our students. We hope your efforts have been successful and your recruiting experience has been a positive one.

Thank you for answering the above questions in order to provide valuable and genuine feedback to our students and faculty to serve you better in the near future.





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### **Alumni Feedback Form**

\* Required

Email address \*

#### **Course**

BBA

BCA

BJMC

B.Sc (Biotech)

B.Sc ( Micro)

M.Sc

MIB

#### **Batch**

#### **Full Name**

Your answer

#### **Phone number**



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Your answer

**Present Organization and Designation**

Your answer

1. Do you feel proud to be associated with IMS Ghaziabad, University Courses Campus

Yes

No

2. Are you regularly receiving communication/emails from IMS Ghaziabad, University Courses Campus

Yes

No

3. Would you like to associate with the Student's Mentorship Program at IMS Ghaziabad (University Courses Campus)?

Yes

No

4. How would you like to contribute to IMS Ghaziabad (University Courses Campus)?

Guest Lecture

Workshop

Entrepreneurship Skill Development



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Soft Skill Development

Alumni Talk Series

Judge for Event

Any Other

5. Rate the adequacy of following in your tenure at IMS Ghaziabad

Excellent

Good

Satisfactory

Below Satisfaction

A) Computer Labs

B) Library Facilities

C) Faculty Interaction

D) Placement Opportunities

E) Overall Infrastructure

F) Personality Development Program

G) Overall Growth

Computer Labs

Library Facilities



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Faculty Interaction

Placement Opportunities


Overall Infrastructure

6. Your Suggestions for Improvement

Your answer

I declare that the above information is true and best of my knowledge \*

I agree

  
Director  
Institute of Management Studies  
Adhyatmik Nagar Campus,  
Ghaziabad-201015  
Dr. Arun Kumar Singh