



SAROJINI NAIDU VANITA MAHA VIDYALAYA

COLLEGE FOR WOMEN, AFFILIATED TO OSMANIA UNIVERSITY

(Sponsored and Managed Jointly by Osmania Graduates' Association and Exhibition Society)

NAAC Accredited 3rd Cycle

Stakeholder Survey Methodology

The institution collects feedback from its stakeholders to evaluate and monitor and evaluate its performance quality on issues related to the curriculum and ambiance of the Institution. The feedback forms were collected from students, teachers, employers, alumnae, and professionals.

The following are the different areas targeted for various stakeholders.

- Issues related to the Teaching and learning process, issues related to curriculum and institute ambiance issues in terms of quality, and skills are collected in student feedback form.
- Issues like course suitability and its need base, curriculum/course outcomes, course content, reference material, its availability are addressed in faculty feedback.
- Issues related to students' real-life problem-solving skills, communication skills, teamwork, other skills, and college ambiance are addressed in the Employer feedback form.
- Course curriculum, Syllabus sufficiency, and curriculum design are addressed in Alumni feedback.


The Academic Audit Committee designs and collects feedback from its stakeholders to monitor and evaluate its performance curriculum and college ambiance-related issues. The feedback also considers issues like the delivery of curriculum by teachers.

The report of feedback analysis is submitted to the Principal, Core committee, concerned heads, and BOS for necessary action.

Feedback Survey

The three important elements of the survey methodology were:

- Sample size
- Questionnaire
- Benchmarks for action


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Student Feedback Survey

Sample size: The student survey was conducted with a sample size of 300 participants


Student Feedback Survey Questionnaire:

Assign the corresponding numerical values to each rating parameter on a scale from 1 to 10 as follows:

Very Poor: 1, Poor: 2, Average: 3, Satisfactory: 4. Fair: 5, Good: 6, Better: 7, Best: 8, Excellent: 9, Extraordinary: 10.

Kindly respond to the open-ended questions as well.

S. No	Parameters	Subject1/ Teacher1	Subject2/ Teacher2	Subject3/ Teacher3	Subject4/ Teacher4	Subject5/ Teacher5	Subject6/ Teacher6
1	Is the Teacher punctual to the class?						
2	The teacher is well-prepared and knows the subject well						
3	Is the Teacher audible?						
4	I am able to understand and follow the lecture						
5	Teacher takes special care of students who are not able to understand						
6	The teacher listens and tries to understand the student's point of view						
7	Does the teacher provide study material						
8	The teacher encourages students to speak up and be active in the class						
9	My Overall rating of the teacher is						
10	Any other matter:						
11	Infrastructure						
12	Amenities / Facilities						
13	Office						
14	Sports						
15	Library						


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Benchmark for Enhancing Student Experience: Summary of Action Thresholds (2018-19)

Action benchmark: 80% satisfaction (Choice of a rating at 'Satisfactory' or higher, or achieving a score of 4 or above on a scale ranging from 1 to 10).

The institution aims to have a significant majority (at least 80%) of students satisfied ('satisfactory' or higher) with the academic performance and ambiance of the institution. Remedial actions will be initiated if feedback falls below this established benchmark. Similarly, measures will be taken if responses to open-ended questions indicate significant or serious concerns (expressed by over 20% of the population) or were of a serious nature to warrant an action.

These action benchmarks, along with suitable actions, provide a comprehensive approach to address any shortcomings in the feedback parameters and continually enhance the quality of education, infrastructure, and student satisfaction across all the parameters.

Note: In the Academic Year 2022-23, the survey included 5 questions, providing the opportunity to rank options based on satisfaction using a numerical scale: 1 - Not Satisfactory, 2 - Average, 3 - Satisfactory, 4 - Good, and 5 – Excellent.

Corresponding action benchmark: Attaining 80% satisfaction, which is defined as the selection of a rating at 'Satisfactory' or higher, or achieving a score of 3 or above on a scale ranging from 1 to 5, as used in the Academic Year 2022-23 survey with 5 questions.

Teacher Feedback Survey

Sample size: The teacher feedback survey was conducted with a sample size of 100 participants

Teacher Feedback Survey Questionnaire:

Name of the Faculty:

Experience:

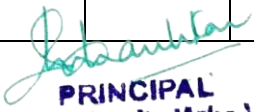
Department:

Please rate the following statements using the options provided using a tick mark.

Kindly respond to the open-ended questions as well

Note: Your responses will be kept confidential and used only for the stated purpose.

S. No.	Question	Yes	No
1	The Syllabus is need-based	<input type="checkbox"/>	<input type="checkbox"/>
2	Able to use ICT tools such as LCD projector, Zoom, WhatsApp, YouTube, Google Classroom, etc., during teaching?	<input type="checkbox"/>	<input type="checkbox"/>
3	The curriculum has been updated from time to time	<input type="checkbox"/>	<input type="checkbox"/>
4	The Course relevant is for Employment, Self-Employment & Higher Education.	<input type="checkbox"/>	<input type="checkbox"/>
5	CO's (Course Outcomes), PSO's (Program Specific Outcomes) achievable, and are aims and objectives of the syllabi well defined and clear to teachers and students.	<input type="checkbox"/>	<input type="checkbox"/>
6	The course content is followed by corresponding reference materials.	<input type="checkbox"/>	<input type="checkbox"/>


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7	The Course/syllabus have a good balance between theory and application?	<input type="checkbox"/>	<input type="checkbox"/>
8	The project/internship/field visits prescribed by the university helpful in enhancing practical and analytical skills in the subject.	<input type="checkbox"/>	<input type="checkbox"/>
9	The infrastructure provided enough to teach the prescribed syllabus.	<input type="checkbox"/>	<input type="checkbox"/>
10	The examination system followed by the university is effective.	<input type="checkbox"/>	<input type="checkbox"/>
11	Facilities like Classroom, Washroom, Water, Canteen, and Sports good enough to cater to the needs of students & teachers.	<input type="checkbox"/>	<input type="checkbox"/>
12	Library & Laboratory facilities sufficient.	<input type="checkbox"/>	<input type="checkbox"/>
13	The infrastructure available in the department optimally used.	<input type="checkbox"/>	<input type="checkbox"/>
14	The IQAC working well for promoting quality in the department.	<input type="checkbox"/>	<input type="checkbox"/>
15	The teachers are encouraged to organize & participate in seminars/workshops/symposia/conferences.	<input type="checkbox"/>	<input type="checkbox"/>
16	Any suggestion about the curriculum:		
17	Any suggestion about the college ambiance:		

Benchmarks for Faculty Feedback Action Plan: Insights from the Faculty (Teacher) Feedback Analysis Report 2021-22"

Action Benchmark: 80 % agreement (or 80% 'Yes').

These benchmarks of a minimum 80% agreement aim to ensure the satisfaction and effectiveness of various aspects of the academic environment, curriculum, and facilities. Maintaining or exceeding the specified agreement percentages should be the goal for continuous improvement. Anything that falls below the benchmark will be actionable. Serious responses to open-ended questions expressed by over 20% of the respondents or were noted as serious to warrant action, will also prompt appropriate action.


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Employer Feedback Survey

Sample size: The employer survey was conducted with a sample size of 20 participants

Employer Feedback Survey Questionnaire:

Please rate the following statements using the options provided:

1- Average, 2- Good, 3- Excellent.

Kindly respond to the open-ended questions as well

S. No	Question	1	2	3
1	General Communication Skills and Overall academic experience			
2	Developing practical solutions to workplace problems			
3	Creative in response to workplace challenges			
4	Using technology and workplace equipment			
5	Rate your overall satisfaction with SNVMV students and the curriculum			
6	Hospitality and Ability to manage leadership qualities			
7	Coordination by Placement Cell			
8	College Infrastructure facility			
9	Any suggestion about the curriculum			
10	Any suggestion about the college ambiance			


Benchmarks for action:

Benchmarking Excellence: Setting Standards for Employer Feedback Analysis

Employer Feedback is a valuable source of information for the institution to enhance their programs and better prepare students for the workforce. To establish benchmarks for action based on the Employer Feedback Survey and its analysis, the following standards were considered:

70% satisfaction (exercising options "Excellent" or "Good.") on every parameter.

These benchmarks provide actionable standards to guide improvements in various aspects of the institution based on employer feedback. The institution will be regularly reviewing and adjusting these benchmarks as needed, ensuring ongoing alignment with industry expectations and student preparation for the workforce. Serious concerns as responses to open-ended questions (expressed by over 30% of the population) or those that demand serious attention and hence action will also prompt appropriate action.


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Alumni Feedback Survey

Sample size: The alumni feedback survey was conducted with a sample size of 200 participants

Alumni Feedback Survey Questionnaire:

Please rate the following statements using the options provided as applicable.

S. No	Survey Question	Poor	Satisfied	Good
1	Efforts to effectively cover 100% of Syllabus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	The interest generated in the students while teaching in the classroom	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Clarity of expression while teaching the topic/lesson	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Depth of subject content explained	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Level of the latest developments in the subject taught?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Use of other methods of teaching like class seminar, question answer, group discussion, etc in the classroom	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Encouraging questions on the topic in the class and clearing doubts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Use of various teaching models in the classrooms for better explaining of the topic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Quality of synopsis/notes on the topics supplied to the students	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Aptitude shown in arranging field visits, guest lectures, study projects, etc in the subject	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Encouragement and guidance given to students in reading library (subject & general) books	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Encouragement and guidance given to students in giving class seminars	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Regularity and seriousness in valuing the answer scripts of monthly tests and discussing the same with the students	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Remedial coaching and efforts made in preparing the students for university examinations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Regularity and punctuality to the class	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Enthusiasm shown to encourage and guide students in curricular, extra-curricular, cultural activities, community service, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Counselling and career guidance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Accessibility of the lecturer outside the classroom for academic interaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Personal care and affection while dealing with individual students and helping students	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Overall opinion of the lecturer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Benchmarking Actionable Insights: Setting Standards for Alumni Feedback Analysis- 2018-19

Benchmarks for action: 80% Satisfaction (options 'Satisfied' or 'Good')

These benchmarks will guide actions and improvements to enhance the overall alumni experience and the quality of education provided by our institution. Maintaining or exceeding the specified agreement percentages should be the goal for continuous improvement. Anything that falls below the benchmark will be actionable.

Parent Feedback Survey

Sample size: The parent survey was conducted with a sample size of 100 participants.

Questionnaire:

Parent Feedback Survey Questionnaire 2018-19

Please tick the appropriate box. Kindly respond to the open-ended questions as well

S. No	Question	Yes	No
1	The course curriculum up to date.	<input type="checkbox"/>	<input type="checkbox"/>
2	Course objectives and outcomes well defined and clear.	<input type="checkbox"/>	<input type="checkbox"/>
3	Your ward is able to follow and understand the subjects.	<input type="checkbox"/>	<input type="checkbox"/>
4	Can you make direct communication with teaching staff?	<input type="checkbox"/>	<input type="checkbox"/>
5	Are you satisfied with the cooperation from the administrative staff?	<input type="checkbox"/>	<input type="checkbox"/>
6	Library and laboratory facilities sufficient?	<input type="checkbox"/>	<input type="checkbox"/>
7	The infrastructure provided enough to teach the prescribed syllabus.	<input type="checkbox"/>	<input type="checkbox"/>
8	Facilities like classrooms, washrooms, water, canteen, and sports good enough to cater to the needs of the students.	<input type="checkbox"/>	<input type="checkbox"/>
9	Any suggestion about the curriculum:		
10	Any suggestion about the college ambiance:		


Benchmarks for Action:

Benchmarking Actionable Insights: Setting Standards for Parent Feedback Analysis

The basis or benchmark for action for the parent feedback data provided can be established by comparing the feedback results to certain predetermined thresholds or standards. These benchmarks can help the institution gauge the significance of the feedback and determine whether action is required. Here are the benchmarks for each feedback item:

The Benchmark for action: Expected agreement (Option 'Yes')- 80%.

These benchmarks are the thresholds for the parent feedback data to guide action. These benchmarks are regularly reviewed and adjusted as needed to ensure continuous improvement and alignment with the institution's objectives. Serious concerns as responses to open-ended questions (expressed by over 20% of the population) or were noted as serious and hence actionable, will also prompt appropriate action.


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FEEDBACK POLICY

Sarojini Naidu Vanita Maha Vidyalaya aims to empower students to become responsible citizens in order to succeed in a changing world. The Institution monitors the quality of teaching, curriculum, and Ambience through a structured feedback process from various stakeholders.

The structured feedback mechanism plays an important role in the institution's progress and is vital to contribute to all aspects of quality assurance which adheres quality enhancement in teaching – learning, curriculum development and college ambience.

The Institute collects feedback on the following heads:

Feedback on Teaching Learning Process (TLP)

Feedback on Curriculum

Feedback on facilities / Infrastructure

Stakeholders play an important role in improving the quality of the learning experience. The Institution collects feedback from the following stake holders:

Faculty, Students, Parents, Alumnae on curriculum

Faculty, Students, Parents, Alumni on and College ambience

Employers feedback on students' performance and college ambience

The collection of feedback from all stakeholders and initiating corrective measures accordingly would allow assurance and sustenance of excellence in all the Institutions endeavours. Through Feedback on TLP, students reflect their opinions on level of understanding, course contents, evaluation procedure and course teacher performance. This, in turn paves way for further enhancements in TLP towards achieving the required outcomes.

Feedback Mechanism


The feedback is obtained yearly from various stakeholders and taken into consideration for corrective actions to be made by the committee.

At the end of Semester the feedback forms are distributed among the concerned stake holders

The collected feedbacks are compiled and analysed.

The Feedback Analysis Reports will be generated and reviewed.

Corrective measures and actions will be taken based on the feedback


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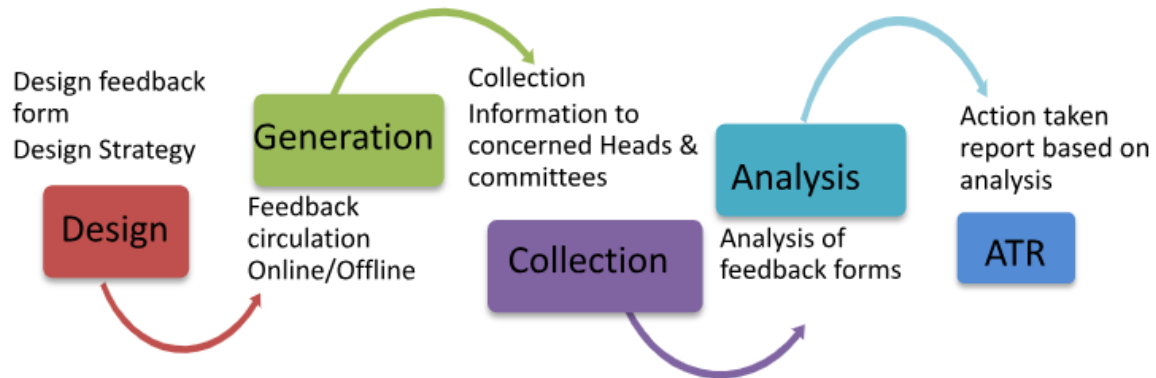


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Feedback Collection process on Curriculum

Feedback on curriculum includes addition and deletion required (if any) in concerned subject Syllabus

Feedback analysis and required action taken to be communicated to the concerned BOS of the University

The feedback collected is submitted to the concerned heads and committee members follow it up for the Action to be taken.


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