

# **FEEDBACK REPORT (2020-2021)**

**Internal Quality Assurance Cell**

## Contents

<b>Introduction.....</b>	<b>1</b>
<b>Introduction to feedback .....</b>	<b>1</b>
<b>Objective of feedbacks .....</b>	<b>3</b>
<b>FEEDBACK STRUCTURE .....</b>	<b>4</b>
<b>Feedback Process.....</b>	<b>4</b>
<b>Sample Feedback Form .....</b>	<b>5</b>
Feedback on Academic Performance and Ambience from Stake holders .....	6
1. Feedback from Students.....	6
2. Feedback from Faculty .....	7
3. Feedback from Employer .....	8
4. Feedback from Alumni .....	9
5. Feedback on curriculum from Academic Experts .....	10
<b>IMPORTANT FEEDBACKS FROM THE STAKE HOLDERS AND ACTIONS TAKE.....</b>	<b>11</b>
<b>FEEDBACK ANALYSIS .....</b>	<b>11</b>
<b>FEEDBACK ANALYSIS OF STUDENTS .....</b>	<b>12</b>
<b>FEEDBACK ANALYSIS OF ALUMNI .....</b>	<b>14</b>
<b>FEEDBACK ANALYSIS OF FACULTY .....</b>	<b>16</b>
<b>ACTION TAKEN ON FEEDBACK OF SIPS STAKE HOLDERS.....</b>	<b>26</b>
 <b>Figure 1 Parts of Feedback Collected .....</b>	 <b>2</b>
<b>Figure 2 Programmes across Shivalik Institute of Professional Studies .....</b>	<b>2</b>
<b>Figure 3 Collection of Feedback .....</b>	<b>3</b>
 <b>Table 1 Feedback on Curriculum: Process .....</b>	 <b>5</b>
<b>Table 2 Link for feedback from various stakeholders .....</b>	<b>5</b>

## Introduction

Shivalik Institute of Professional Studies is a prestigious institution that provides its students with a unique blend of professional and academic brilliance. SIPS has combined the knowledge of top industry executives and famous academicians, creating a global approach. We are always striving towards our purpose of providing quality education and creating future managers for the industry, which is underpinned by ethical principles and a professional governance structure.

Shivalik Institute of Professional Studies has the prestige of entering into a new epoch in higher education by designing a distinctive, innovative academic model that is supported by great facilities and significant international collaborations, as well as unmatched industry backing for experiential learning.

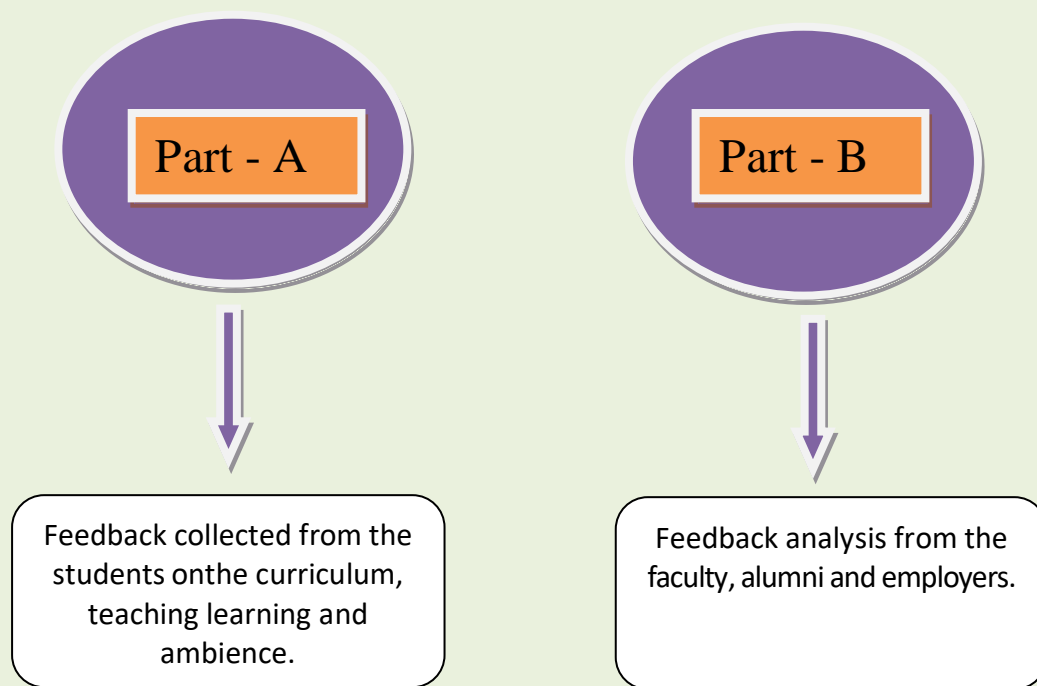
Shivalik Institute of Professional Studies's academic style gives amazing possibilities to study from the top instructors, love every minute, and advance their profession. Combining academic and research innovation, flexibility, multidisciplinary exposure, placement training, and real-time projects, our academic approach guarantees that you are groomed to be industry ready.

The College's commitment to excellence in teaching and learning is demonstrated by quality education, a scientific, transparent, and objective evaluation/examination system, project-based learning, student-centred policies, a pleasant environment, and a socially active campus life.

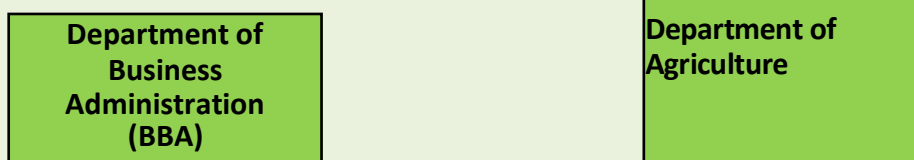
## Introduction to feedback

Internal Quality Assurance Cell (IQAC) provides a key and significant commitment to improve educational quality and directs the College's efforts and measures toward academic perfection.

Between July 2020 and June 2021, input were collected from students, teachers, corporate partners, and alumni (Figure 1).



*Figure 1 Parts of Feedback Collected*



*Figure 2 Programmes across Shivalik Institute of Professional Studies*

The quantitative technique was used for this input, and it was combined to ensure both the depth and breadth of the discoveries. The quantitative step included an online survey conducted by Shivalik Institute of Professional Studies's IQAC.

The Curriculum Analysis Feedback Report was done for the odd and even semesters from December 10, 2020, to April 30, 2021. Curriculum research includes information on syllabus development, overall programme experience, and appropriate topic sessions, as well as material provided to undergraduate and postgraduate students.

This Curriculum critique includes various questions for stakeholders to respond to, with options such as strongly disagree, disagree, somewhat agree, agree, and highly agree. We may investigate what yield they are seeing by examining their perspective.

## Objective of feedbacks

- To form a Working Group to examine issues relating to student input.
- To give students the chance to remark on the quality of their learning experience, as part of the preparation for and evaluation process.
- To evaluate the success of academic offering in respect to students' expectations.
- To offer feedback in order to enhance the student unit's delivery or content.

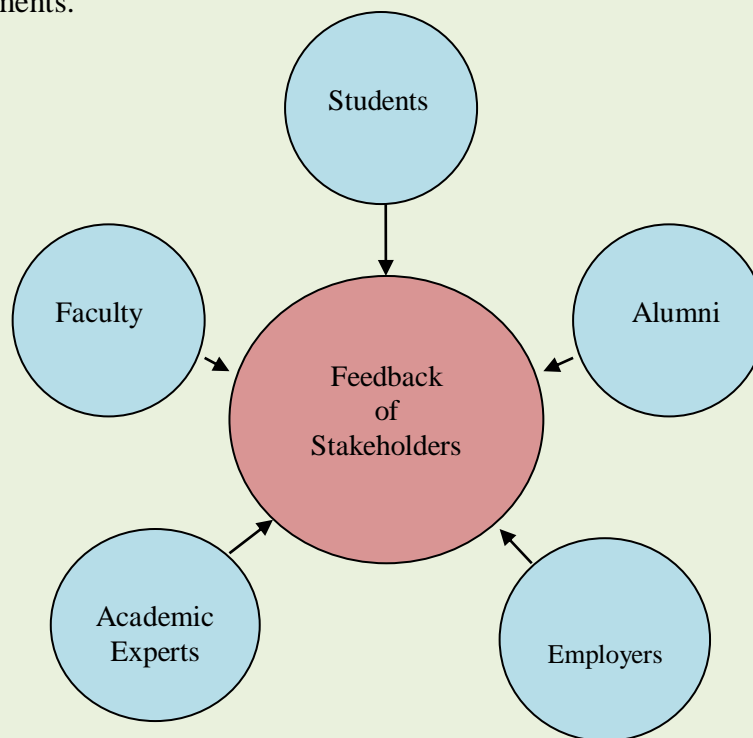
## FEEDBACK PROCESS

The Feedback Process comprises of 3 stages

**Stage I (Collection of Feedback):** The feedback process is collected online through IQAC, Shivalik Institute of Professional Studies.

**Stage II (Analysis of feedback):** The detailed analysis of feedback is carried out afterward and the action taken report is prepared.

**Stage III (Action Taken):** The plan of action taken is decided on the basis of action taken report and necessary corrective measures are recommended for the further improvements.



**Figure 3 Collection of Feedback**

**Table1 Feedback on Academic Performance & Ambience: Process**

<b>Step 1</b>	Collection of Feedback from Stakeholders
<b>Step 2</b>	Analysis of Feedback
<b>Step 3</b>	Discussion on Scope of Improvement at Departmental Level
<b>Step 4</b>	Corrective Measures Proposed and Discussion at IQAC by HODs
<b>Step 5</b>	Discussion and Approval by Academic Advisory Committee (AAC)

### **Sample Feedback Form**

The feedback is collected in form of online survey via google forms. Links to the respective feedback is shared with concerned stakeholder(s) (Table 2)

**Table 2 Link for feedback from various stakeholders**

<b>Stakeholder</b>	<b>Google Link</b>
Feedback on Academic Performance & Ambience from Students	
Feedback on Academic Performance & Ambience from Faculty	
Feedback on Academic Performance & Ambience from Employer	
Feedback on Academic Performance & Ambience from Alumni	

## 1. Feedback on Academic Performance & Ambience from Students:

**Student Satisfaction Survey - IQAC**

Students Satisfaction Survey (SSS) is being conducted among the students of the college through the college website on Academic Performance & Ambience. The questionnaire has been framed based on NAAC guidelines. Students have to rate the question in a scale of 0 to 4.

4 - Strongly Agree  
3 - Agree  
2 - Neutral  
1 - Disagree  
0 - Strongly Disagree

The summary will be displayed on the college website and also presented in the IQAC meeting.

---

**\* Required**

1. How much of the syllabus was covered in the class? \*

*Mark only one oval.*

☐ 4  
☐ 3  
☐ 2  
☐ 1  
☐ 0

2. How well did the teachers prepare for the classes? \*

*Mark only one oval.*

☐ 4  
☐ 3  
☐ 2  
☐ 1  
☐ 0

9/8/22, 2:29 PM Student Satisfaction Survey - IQAC

3. How well were the teachers able to communicate? \*

*Mark only one oval.*

☐ 4  
☐ 3  
☐ 2  
☐ 1  
☐ 0

4. Fairness of the internal evaluation process by the teachers. \*

*Mark only one oval.*

☐ 4  
☐ 3  
☐ 2  
☐ 1  
☐ 0

5. Was your performance in assignments discussed with you? \*

*Mark only one oval.*

☐ 4  
☐ 3  
☐ 2  
☐ 1  
☐ 0

9/8/22, 2:29 PM Student Satisfaction Survey - IQAC

6. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students. \*

*Mark only one oval.*

☐ 4  
☐ 3  
☐ 2  
☐ 1  
☐ 0

7. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

*Mark only one oval.*

☐ 4  
☐ 3  
☐ 2  
☐ 1  
☐ 0

8. The institution provides multiple opportunities to learn and grow. \*

*Mark only one oval.*

☐ 4  
☐ 3  
☐ 2  
☐ 1  
☐ 0

9/8/22, 2:29 PM Student Satisfaction Survey - IQAC

21. How do you feel that the cleanliness in your SCE campus? \*

*Mark only one oval.*

☐ 4  
☐ 3  
☐ 2  
☐ 1  
☐ 0

**Student Details**

22. Name of Student \*

\_\_\_\_\_

23. Year \*

\_\_\_\_\_

24. Semester \*

\_\_\_\_\_

25. Branch \*

\_\_\_\_\_

\_\_\_\_\_

This content is neither created nor endorsed by Google.

Google Forms

## 2. Feedback on curriculum from Faculty

### TEACHERS' FEEDBACK

Shivalik College of Engineering, Dehradun

FORM-I

This questionnaire is intended to collect information relating to your satisfaction towards the curriculum, teaching, learning and evaluation. The information provided by you will be kept confidential and will be used as important feedback for quality improvement of the programme of studies/institution.

#### Directions:

For each item please indicate your level of satisfaction with the following statement by choosing a score between 1 and 3.

(1-disagree, 2-neither agree nor disagree, 3- strongly agree)

Curriculum, Teaching, Learning and Evaluation:		1	2	3
1.	Aims and objectives of the syllabi are well defined and clear to teachers and students.			
2.	Course content is followed by corresponding reference materials.			
3.	Sufficient number of prescribed books are available in the Library.			
4.	The course/syllabus has good balance between theory and application.			
5.	The course/syllabus has made me interested in the subject area.			
6.	The course/syllabus of this subject increased my knowledge and perspective in the subject area.			
7.	The books prescribed/listed as reference materials are relevant, updated and appropriate.			
8.	Infrastructural facilities, such as teacher's rooms/carrels, class rooms, reading rooms and toilets are available in the Department.			
9.	How satisfied are you with the cleanliness and variety of food items available in the cafeteria?			
10.	Tests and examinations are conducted well in time with proper coverage of all units in the Syllabus.			
11.	I have the freedom to propose, modify, suggest and incorporate new topics in the syllabus (beyond the Syllabus)			
12.	I have the freedom to adopt new techniques/strategies of teaching such as seminar presentations, group discussions and learners' participations.			
13.	I have the freedom to adopt/adapt new techniques/strategies of testing and assessment of students.			
14.	The environment in the department is conducive to teaching and research.			
15.	The administration is teacher friendly			
16.	The College provides adequate and smooth support for projects and research facilities.			
17.	The College provides adequate funding and support to faculty members for upgrading their skills and qualifications.			
18.	How do you feel that the cleanliness in your SCE campus?			
19.	Do you think that the college takes enough measures to curb racial and ethnic bias?			

Any other comments:

---



---

**Please submit your feedback to**

Co-ordinator IQAC, SCE, Dehradun,  
Shiniwala, P.O. Sherpur, Shimla Road,  
Dehradun – 248197 Uttarakhand

3. Feedback on curriculum from Employer

### EMPLOYER SATISFACTION SURVEY FORM

#### WELCOME TO THE SCE ON-LINE EMPLOYER SATISFACTION SURVEY

Thank you for taking the time to fill out this questionnaire. All the information will be kept confidential and will be used only for statistical purposes. The survey is intended to assist SCE for preparing students for the work environment and will better serve your company and industry needs.

If we can be of assistance or if you have any questions, please call

Company Name:

Person Completing Form:

Address:

City/State/Zip Code:

Graduate/ Employee:  
Name:

Graduate/ Employee:  
Title:

Date of Hire:

Is the Graduate still  
employed by your  
company?

Yes: ☐

No: ☐

Please check the box which best indicates your level of satisfaction demonstrated by your employee's performance for each of the following:

Area	Very Satisfied	Satisfied	Dissatisfied
Overall job performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job specific skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem solving skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individual and teamwork skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leadership skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Would you consider having SCE graduates in the future? Yes: ☐ No: ☐

Based on your experience, how can SCE improve the graduate's skills to meet your company's needs.

Thank you for your assistance in helping SCE to improve its academic training

## 4. Feedback on curriculum from Alumni

### Alumni Survey

Dear Alumna/Alumnus

Greetings from SCE/SIPS, It really makes us feel very proud to have a student like you! SCE/SIPS is growing from strength to strength because of your performance and the skill set that you have gained and exhibited from time to time.

SCE/SIPS is now going for Outcome Based Education (OBE) accreditation as per Washington Accord. It will largely benefit graduates from SCE/SIPS to work as an Engineering Professional in the member countries coming under the Washington Accord.

OBE requires that Programme Educational Objectives (PEOs) and Programme Outcomes (POs) of the programme (Branch of Study) are to be clearly defined and attained. Besides, the graduates are expected to have a set of attributes (known as Graduates Attributes – GAs) while studying and after graduation.

The Questionnaire is designed to survey the attainments of PEOs, POs and GAs. Please take a few minutes to complete this survey and submit the same on line.

\* Required

1. NAME \*

---

2. ROLL NO/REGISTRATION NO

---

3. BRANCH \*

Mark only one oval.

- ☐ CSE  
☐ MECHANICAL ENGINEERING  
☐ CIVIL ENGINEERING  
☐ ELCETRONICS & COMMUNICATION ENGINEERING  
☐ ELECTRICAL ENGINEERING  
☐ ME (DIPLOMA)  
☐ EEE (DIPLOMA)  
☐ CE (DIPLOMA)  
☐ BSC AGRICULTURE  
☐ BBA  
☐ B PHARMA  
☐ D PHARMA

4. CONTACT NO \*

---

5. Email ID \*

---

9/7/22, 11:28 AM

Alumni Survey

6. YEAR OF GRADUATION \*

Mark only one oval.

- ☐ 2021  
☐ 2020  
☐ 2019  
☐ 2018  
☐ 2017  
☐ 2016  
☐ 2015  
☐ 2014  
☐ 2013  
☐ 2012

7. What is your current career status? \*

Mark only one oval.

- ☐ EMPLOYED (GOVT)  
☐ EMLOYED (PRIVATE SECTOR)  
☐ SELF EMPLOYED  
☐ UNEMPLOYED  
☐ DOING CERTIFICATE COURSES  
☐ PERSUING HIGHER EDUCATION  
☐ UNDERGOING TRAINING

8. Name of Current Employer \*

---

9. When were you first employed? \*

Mark only one oval.

- ☐ Just before Graduation  
☐ <6 months after graduation  
☐ 6 months to 1 year after graduation  
☐ >1 year after graduation

10. What is the range of your Annual Income?

Mark only one oval.

- ☐ Less than 1.5 Lakhs  
☐ 1.5 Lakhs - 3 Lakhs  
☐ 3 Lakhs - 5 Lakhs  
☐ More than 5 Lakhs

11. What is your principal job responsibility? \*

Mark only one oval.

- ☐ Contracting Engineer  
☐ Design Engineer  
☐ Manufacturing / Process Engineer  
☐ Software Engineer  
☐ Research and Development  
☐ Non-Technical / Management  
☐ Teaching  
☐ Self employment / Entrepreneur  
☐ Others(Specify)

## 5. Feedback on curriculum from Academic Experts

<b>Name of Academic Expert:</b>	
<b>Name of the Institute/College:</b>	
<b>Designation:</b>	
<b>Email-ID:</b>	
<b>Contact No.:</b>	

S. No.	Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	The curriculum comprises balanced blend of both theory and practical courses for holistic development of student.					
2	The sequence of the courses distributed among semesters are appropriate.					
3	Course objectives and outcomes are well defined and clear in the syllabi.					
4	The distribution of credits to the courses are appropriate.					
5	The courses like Projects, Summer/Institutional trainings to provide hands on experiential learning and industrial exposure are sufficient in the curriculum.					
6	The structure of the curriculum frame for the entire program is designed to enhance employability.					
7	The depth of the syllabus of the courses are in relation to the competencies expected by the industry/current global SIPSnarios.					
8	The syllabus has enough innovativeness and opportunities for creative thinking and future research?					
9	The courses in curriculum also emphasize on inculcating management, entrepreneurship skills along with personal and career development of the students.					
10	A flexible scheme provides the choice-based learning to the students.					

The course with Course code and semester where revision is required (If any):

Suggest any other additional course that can be included in curriculum:

Any other suggestions:

Date:

Signature:

# FEEDBACK ANALYSIS

## STUDENT FEEDBACK ANALYSIS

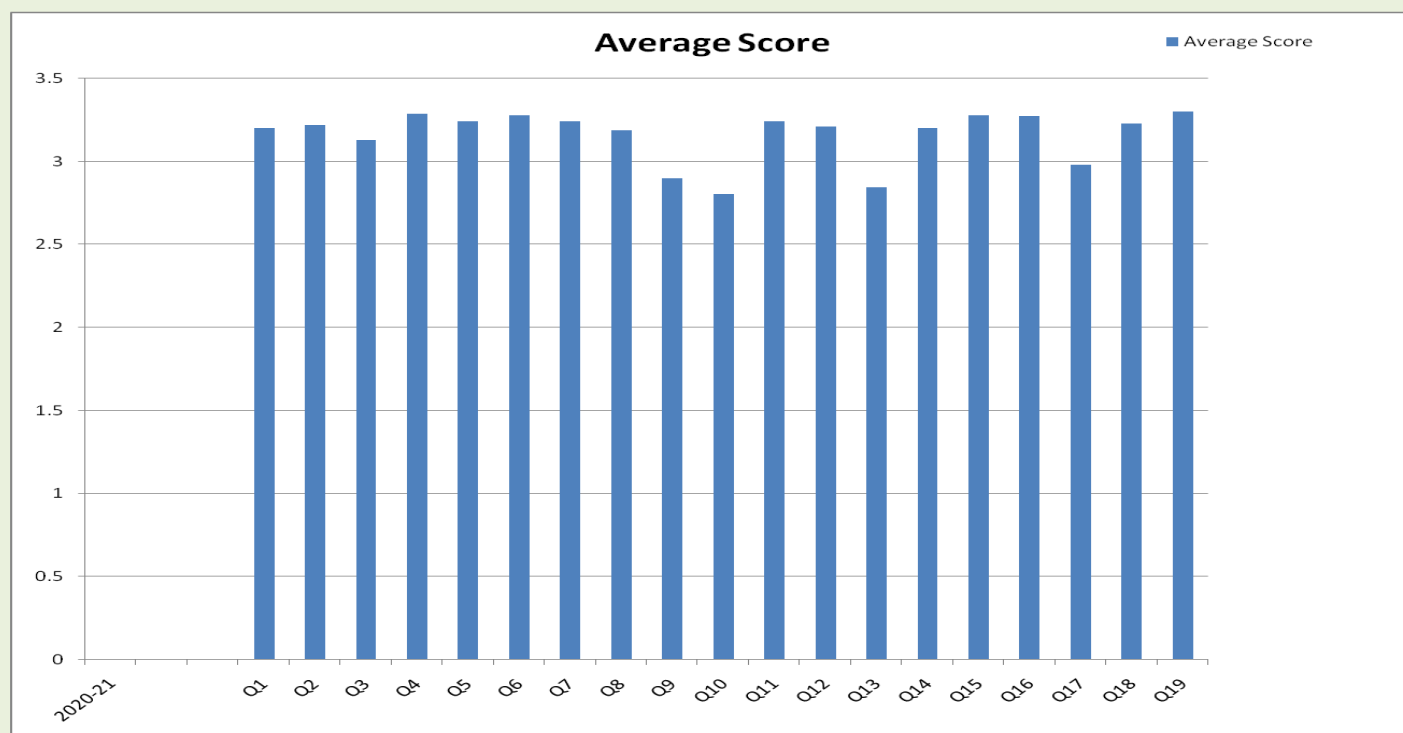
Students Satisfaction Survey (SSS) was conducted among the students of the college through the college website for AS-2020-21. The questionnaire has been framed based on NAAC guidelines. Students have rated the question in a **scale of 0 to 4**. The result of this survey is based on the response of **198** students. The summary is displayed on the college website and it is also presented in the IQAC meeting.

### Number of Responses for the (SSS) Survey = 198

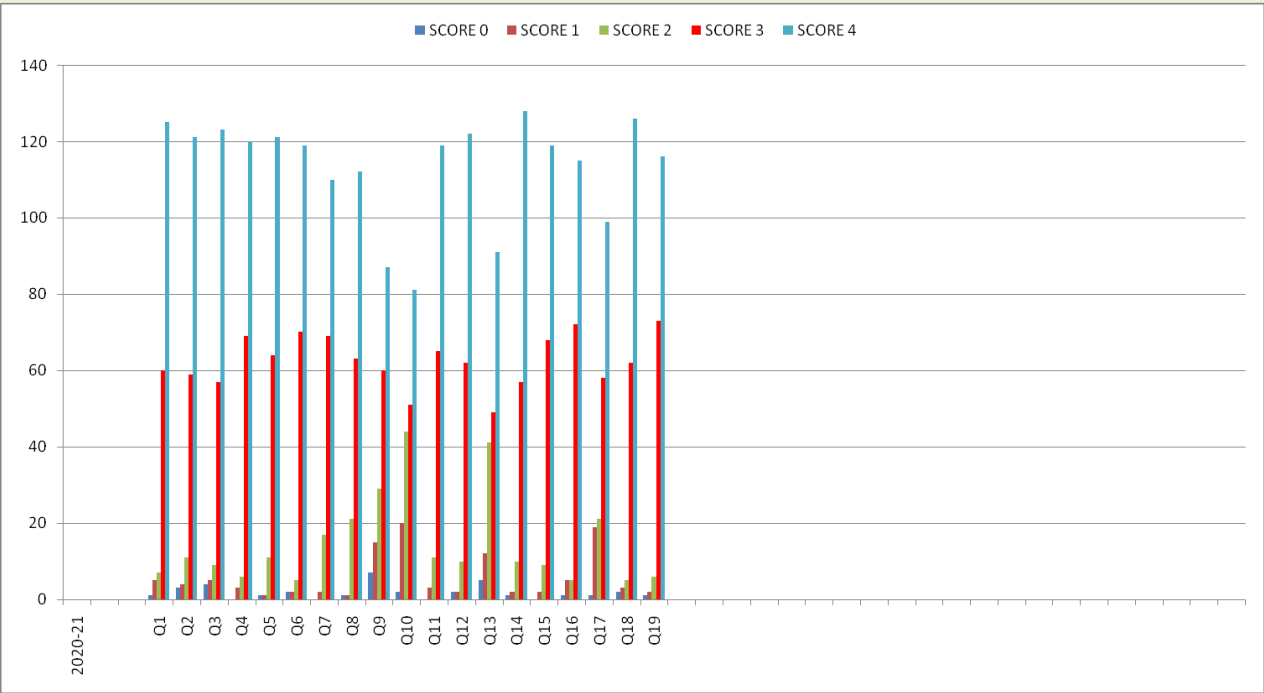
SN	QUESTIONNAIRE	SCORE
<b>OVERALL AVERAGE SCORE</b>		<b>3.2 out of 4</b>
1	How much of the syllabus was covered in the class?	3.20
2	How well did the teachers prepare for the classes?	3.22
3	How well were the teachers able to communicate?	3.13
4	Fairness of the internal evaluation process by the teachers.	3.29
5	Was your performance in assignments discussed with you?	3.24
6	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	3.28
7	The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.	3.24
8	The institution provides multiple opportunities to learn and grow.	3.19
9	Teachers inform you about your expected competencies, course outcomes, and program outcomes.	2.90
10	Your mentor does a necessary follow-up with an assigned task to you.	2.80
11	The teachers illustrate the concepts through examples and applications.	3.24
12	The teachers identify your strengths and encourage you with providing right level of challenges.	3.21
13	Teachers are able to identify your weaknesses and help you to overcome them.	2.84
14	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process..	3.20
15	The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences.	3.28
16	Teachers encourage you to participate in extracurricular activities.	3.27
17	Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.	2.98
18	Teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching	3.23
19	The overall quality of teaching-learning process in your institute is very good.	3.30

Shivalik Institute of Professional Studies  
Internal Quality Assurance Cell

Average Question-wise Scores (in 0 to 4 Scale)



# Question-wise Scores (in 0 to 4 Scale)



## ALUMNI FEEDBACK ANALYSIS

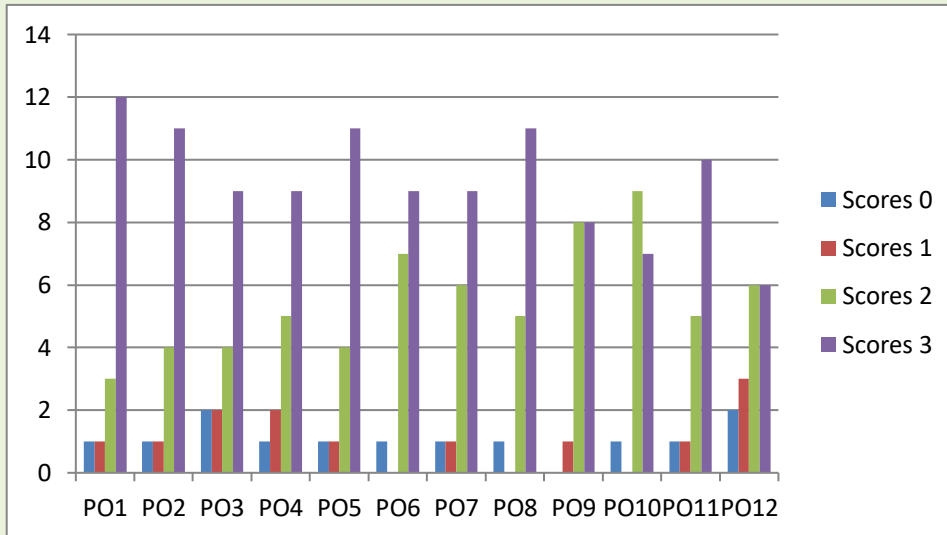
### (Department of Management – BBA)

Alumni Survey(SSS) was conducted among the passout students of the college through the college website for the Session 2020 -2021. The questionnaire has been framed based on NAAC guidelines. Students have rated the questions on a scale of 0 to 3. The result of this survey is based on the response of **17 Management Alumni students**. The summary is displayed on the college website and it is also in the IQAC meeting

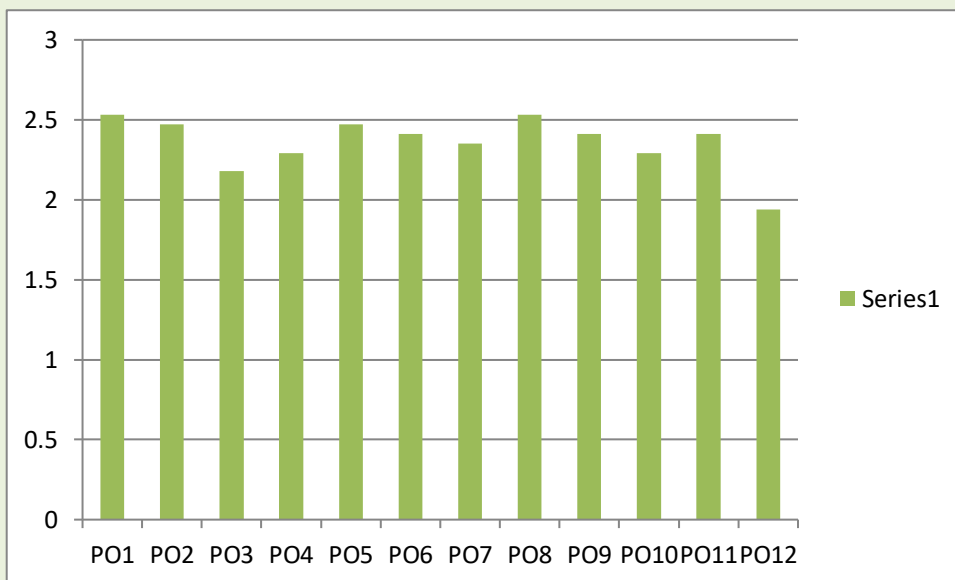
	0- Disagree		1 - Neutral		2 - Agree		3 - Strongly Agree		Total Responses
	No. of Responses	%	No. of Responses	%	No. of Responses	%	No. of Responses	%	17
<b>PO1 - Management knowledge:</b> Apply the knowledge of Finance, Marketing and Human Resource for the solution of complex business problems.	1	5.88	1	5.88	3	17.65	12	70.59	17
<b>PO2 - Problem analysis:</b> Identify, formulate, review research literature, and analyze complex business problems reaching substantiated conclusions using conceptual knowledge of management.	1	5.88	1	5.88	4	23.53	11	64.71	17
<b>PO3 - Design/development of solutions:</b> Develop solutions for complex business problems that meet the specified needs of various stakeholders.	2	11.76	2	11.76	4	23.53	9	52.94	17
<b>PO 4- Conduct investigations of complex problems:</b> Use research-based knowledge and research methods, analysis and interpretation of data, and synthesis of the information to provide logical and implementable conclusions.	1	5.88	2	11.76	5	29.41	9	52.94	17
<b>PO5- Modern tool usage:</b> Select, and apply appropriate techniques, resources, and modern business tools like block-chain, to create processes and systems with an understanding of the limitations.	1	5.88	1	5.88	4	23.53	11	64.71	17
<b>PO6 - The business and society:</b> Apply reasoning informed by the contextual knowledge to assess societal, health, safety, legal and cultural issues and the consequent responsibilities relevant to the professional business practices.	1	5.88		0.00	7	41.18	9	52.94	17
<b>PO7 -Environment and sustainability:</b> Understand the impact of business in societal and environmental contexts, and demonstrate the knowledge of, and need for sustainable development.	1	5.88	1	5.88	6	35.29	9	52.94	17
<b>PO8 - Ethics:</b> Apply ethical principles and commit to professional ethics and responsibilities and norms of the management practices.	1	5.88		0.00	5	29.41	11	64.71	17

<b>PO 9 -Individual and team work:</b> Function effectively as an individual, and as a member or leader in diverse teams, and in multidisciplinary settings		0.00	1	5.88	8	47.06	8	47.06	17
<b>PO10-Communication:</b> Communicate effectively on complex business activities with the business community and with society at large, such as, being able to comprehend and write effective reports and design documentation, make effective presentations, and give and receive clear instructions.	1	5.88		0.00	9	52.94	7	41.18	17
<b>PO11 - Project management and finance:</b> Demonstrate knowledge and understanding of the business and management principles and apply these to one's own work, as a member and leader in a team, to manage projects and in multidisciplinary environments.	1	5.88	1	5.88	5	29.41	10	58.82	17
<b>PO 12-Life-long learning:</b> Recognize the need for, and have the preparation and ability to engage in independent and life-long learning in the broadest context of business environment.	2	11.76	3	17.65	6	35.29	6	35.29	17

Shivalik Institute of Professional Studies  
Department of Management (BBA)  
Question wise Score in (0-3 scales)



Average Score on a Scale of (0-3)



## FEEDBACK ACTION TAKEN

### FEEDBACK RECIEVED

Special provisions and arrangements of extra classes for students having learning difficulties

Students should be encouraged to take up social activities in nearby areas.

### ACTION TAKEN

Process of identification and actions for slow and advanced learners published

Different social activities were conducted in college under NSS and NCC



