

## INSTITUTION - BEST PRACTICES

### **Best Practice – 1:**

#### **Title of the practice:**

360° feedback

#### **Goal:**

The aim is to have a periodic and wider system of feedback in the institution to analyse, consolidate, obtain orders and act upon on all practices.

#### **The Context:**

The knowledge about the role, relevance, impact and success of a particular policy decision for quality assurance and enhancement were the main contextual features and issues that had to be addressed by designing and implementing an effective feedback system. In this context, the institution devised “feedback formats” keeping in view of the many objectives to be achieved.

#### **The Practice:**

Following are the feedbacks that are regularly obtained

- Student feedback on Teaching.
- Course End Survey
- Student Satisfaction Survey
- Exit Survey
- Alumni Feedback
- Employer Survey
- Parent Survey

#### **Evidence of Success:**

The implementation of this practice of getting feedback from different stakeholders and acting on it form the basis developing future plans and strategy. All these feedbacks, especially students feedback, Alumni survey, Employer survey have proved to be very effective for revision of curriculum/ syllabus. This system provides a comprehensive and pool of observations about the degree of success of various policy measures and initiatives taken by the institution. General amenities like standard of food court service have improved, quality of food served in the mess have improved, etc.

#### **Problems encountered and Resources required:**

The different aspirations and expectations of stakeholders are complex. However, the institution tries to make the maximum use of the observations made by stakeholders to arrive at some of the major parameters required for successful transformation. After the accreditation, the institution has made significant strides which had a substantial impact on its functioning. It is now in practice to obtain feedback online, wherein the consolidation and preparation of analysis report will be easier by avoiding a lot of paper work and stationary. Dedicated system to obtain feedback and the efforts involved are enormous as the developments are fast in the academic and environmental scenario.

## **Practice – II**

### **Title of the Practice**

Academic and Administrative Audit

### **Objectives of the Practice**

The main goal is to make the teaching, learning and evaluation (TLE) a fruitful experience for the faculty and students to ensure effective course delivery and teaching methodology for the students.

### **The Context**

The effectiveness of the TLE is assessed by auditing the course Files, Attendance and Assessment Record, CIA test question papers, answer keys for the question papers and sample answer scripts. The process will also find the gap between the standards set and the performance. The deviations which are observed will be set right concurrently in the TLE process.

### **The Practice**

A team consisting of the faculty with domain specific knowledge for all the programmes is identified for auditing. At the end of every CIA each faculty submits the course file, course materials, question papers, keys for the question papers, Scheme of evaluation, result analysis and answer scripts for auditing. The auditors make an assessment of the above to identify the following.

- Whether the course delivery covered all the topics in the syllabus
- Whether the question papers cover the entire portion and whether they meet the quality standards of Blooms Taxonomy
- Whether the answer keys prepared are standard
- Whether the evaluation of the answer scripts has been done fairly

Based on the above, all the faculty members are provided with the feedback about their course containing shortcomings, deviations in the course delivery and evaluation. Faculty members are required to give their compliance report based on the feedback. All these are discussed in the audit feedback meeting convened by the Principal with HoDs and Audit Team Head. Remedial action is taken concurrently on the deviations brought out.

### **Evidence of Success**

- Improved academic performance by the students in learning process.
- Improvement in the quality of CIA question papers and evaluation in the successive audit reports.
- Effective OBE implementation for all the programmes.

### **Problems Encountered and Resources Required**

- The process of auditing, analysing the reports, preparing the feedback and analysing the compliance reports is time consuming and a laborious process.
- Dealing with non-compliance of the feedback on the faculty given by the IAA Team.
- Stakeholder's indifference as an intrusion.
- Identification of committed, impartial with requisite knowledge level of auditors