MARATHWADA MITRA MANDAL'S

SHANKARRAO CHAVAN LAW COLLEGE

Accredited with 'A' Grade by NAAC
202/A, DECCAN GYMKHANA, PUNE - 411 004.
Affiliated to Savitribai Phule Pune University & Approved by Bar Council of India, New Delhi
(Permanent Reg. No. - Id No. : PU / PN / Law / 179 - 2002)

"येथे बहुतांचे हित"

Late. Shri. Shankarrao Chavan Founder President | **Shri. Shivajirao D. Ganage** President | **Prin. Bhausaheb Jadhav** Exe - President

FEEDBACK POLICY

Revised from A.Y. 2023-2024

	Policy Title: Feedback Policy (Revised)	
1.	Administrative Policy Number (APN): APN/IQAC/FP/2023-24/03	Functional Area: Effective Curriculum Delivery and overall administration of the institution
2.	Brief Description of the Policy:	Purpose: Ensuring effective curriculum delivery and overall effective administration Audience: all stakeholders of the organization.
3.	Policy Applies to:	Undergraduate and Postgraduate Programmes
4.	Effective from the Date:	28/07/2023
5.	Approved by:	IQAC and CDC
6.	Responsible Authority	Academic Co-ordinator
7.	Superseding Authority	Principal
8.	Last Reviewed/ Updated:	Revised on 28/07/2023
9.	Reason for the policy	Effective curriculum delivery and administration of the institution
10.	Reference for the policy	Change in the process pertaining to feedback

M.M.'s Shankarrao Chavan Law College * Pune-4 *

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FEEDBACK POLICY(REVISED)

Academic Year 2023-24

(With effect from 28/07/2023)

28/7/2023

- **Objectives:**

1. Monitoring and improving the quality of students' learning experiences through the timely collection, analysis and recording of student/stake holders' feedback concerning teaching, learning and assessment;
2. Providing students and stakeholders with the opportunity to actively participate in the continual improvement of programs.
3. Recognizing, documenting, supporting and extending good practices for effective implementations of curriculum provided by affiliating University;
4. Ensuring the provision of information to students and stakeholders regarding the consideration of feedback collected over time, including actions taken to address concerns raised in any feedback received.
5. The scope of this Policy covers undergraduate and post graduate programs run by SCLC, Pune.

MM SCLC believes in providing quality education and this feedback policy is framed to ensure that this objective is achieved through a well defined and well executed feedback mechanism. The institute through a structured feedback mechanism from various stake holders ensures quality teaching learning process, opportunities in research, internships and to enter into profession and social outreach through legal education.

Feedback from stakeholders allows the institute to evaluate its overall functioning and accordingly to focus on key points during annual planning. Stakeholders for this purpose can be identified as faculties, students, parents, alumni, employer or internship providers. This feedback policy and various feedback templates are drafted after elaborate discussions and in pursuance of suggestions by the Internal Quality Assurance Cell of SCLC.

M.M.M's Shankarrao Chavan Law College Pune-4

- **RULES:**

1. The distribution, collection, analysis and corrective action on the basis of filled feedback form is to be done for each semester through online / offline mode.
2. The feedback template and comprehensive feedback report for the academic year shall be made available on the website for stakeholders' views.
3. The feedback collection process, aims towards continual improvement of academic and administrative facilities available in the campus.

To achieve abovementioned objective following mechanism to be implemented in the institution:-

- **Collection of the Feedback:** - In every academic year, feedback from below mentioned stakeholder needs to be collected. The specimen of feedback template is attached as annexure.

1. **Feedback about curriculum and various other parameters to ascertain overall satisfaction with respect to institution and overall learning process (student satisfaction survey):-** Once in every academic year the students satisfaction as to various parameters is to be ascertained by taking structured feedback in the form of Student Satisfaction Survey. This is to be collected in online form. The student satisfaction survey template is at Annexure 'A'
2. **Feedback about teaching learning process (Feedback of faculty by student)** :- Every semester, feedback of each faculty member is to be taken from students in structured format. Criteria wise evaluation of teacher such as Punctuality of teacher, substance in teaching, command on language, subject knowledge of teacher, ability to clarify, use of ICT tools, approach towards the class and impact of teaching i.e. knowledge enrichment of student, maintenance of student interest and ability to handle class nuisance is done through this feedback. This feedback is to be collected by the course co-ordinator in the absence of concerned teacher. The feedback template is at Annexure 'B'
3. **Feedback from Alumni**- Feedback from alumni about their satisfaction regarding the education imparted in the college, opportunities available for them and their willingness to contribute towards the development of college should be taken by the Alumni Cell. The feedback template is at Annexure 'C'
4. **Feedback from parent**: - Parents feedback about their experience with the college and their opinion about the curriculum are to be taken by the class teacher in the parent teacher meeting in every academic year. The feedback template is at Annexure 'D'
5. **Feedback from teachers about the curriculum being implemented**:- At the end of each academic year, feedback from teachers about the sufficiency of the curriculum to taken by the faculty in charge and should be analysed. The feedback template is at Annexure 'E'

6. **Feedback of students from internship or placement providers**- Feedback from advocates and law firms providing internships to our students is to be collected in the structured format by the Placement Cell. The feedback template is at Annexure 'F'
7. **Event Feedback from participants**: - Feedback about various events organized by the college is to be taken from the participants by the in-charge faculty of the event. This feedback is to be taken in structured format which can be designed to address the peculiarity of the program but it must comprise of responses as to basic set of questions mentioned in Annexture 'G'

- **Informal collection of Feedback:**- Apart from the abovementioned process, the feedback from students will be informally collected by the class teachers and mentors in the regular meeting with students.

Feedback collection Mechanism in tabular format:-

Sr. No	Nature if Feedback	Time of Collection	Authority to collect	Further course of action
1.	Student Satisfaction Survey	At the end of every academic year	Faculty In-charge	a. Analysis and Discussion in Academic Review Committee along with discussion in the faculty meeting b.Feedback concerning library and administrative office to be informed to concerned and to be discussed in a meeting with principal
2.	**Feedback of faculty by student**	In every semester, after first 15 days from commencement of teaching	Course Co-ordinator	Analysis and communication to each faculty and discussion in individual meeting with principal
3.	**Feedback from Alumni**	After the end of each academic year	Alumni Cell	Analysis and discussion in Academic Review Committee staff meeting

M.M.M.'S Shankarrao Chavan Law College * Pune-4 *

4.	**Feedback from parent**	After each parent teacher meeting	Class teacher	To be communicated to the principal through parent meet report and to be discussed in a staff meeting
5.	**Feedback from teachers**	At the end of each academic year	Faculty in-charge	To be communicated to the university
6.	Feedback from internship and placement providers	At the end of each academic year	Placement Officer	Analysis and discussion with principal and concerned student and recruiter
7.	Feedback from participants of event, programs	At the end of the program	Faculty in-charge	Analysis and discussion in a staff meeting

- **Feedback Analysis and Action to be taken**:-

Feedback Analysis:- Each feedback collected should be analyzed by the person in charge and will be discussed with the principal and concerned employees in meetings.

Action to be taken-

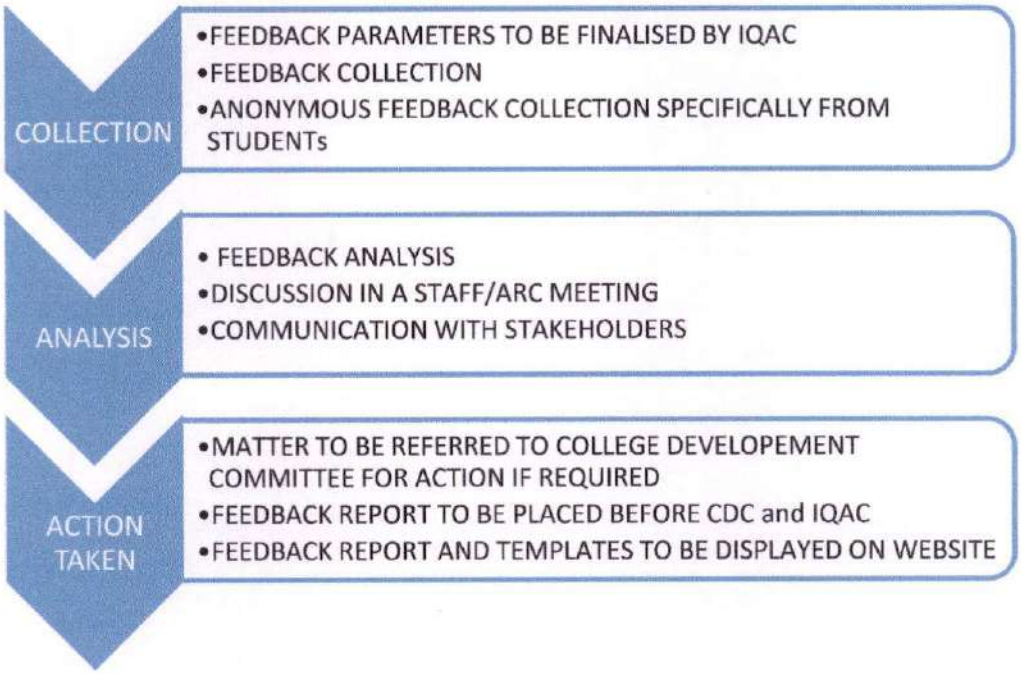
1. Feedback analysis of stakeholder's feedback will be placed before the Academic Review Committee and College Development Committee. The parameters for feedbacks will be in accordance with the guidelines issued by the IQAC. Following parameters are approved by the IQAC for the feedback evaluation: -
   a. Below 50%- Needs Improvement
   b. 50%-60% - Average
   c. 60-80%- Good
   d. 80% and above - Excellent

2. The feedback given by the students about the teacher will be communicated to the concerned faculty. In case of faculty whose average feedback is less than 50%, the principal will discuss the feedback individually with the concerned faculty and Suggestions, Counseling and Support will be provided to concerned faculty for teaching-learning performance improvement. To ascertain whether the improvements have really been materialized, again the feedback of such faculty will be taken and analysized. In case of non improvement and if required the matter will be referred to the College Development Committee for taking further action.
3. The college delivers the curriculum designed by the Savitribai Phule Pune University. The feedback collected about the sufficiency of this curriculum by various stakeholders

will be communicated to the authorities of the University through the medium of faculties who are members of board of studies, or other committees of Savitribai Phule Pune University.

4. Feedback about the services rendered by the library, administrative office, after analysis will be discussed with library committee or administrative staff as the case may be and corrective action will be taken if required. Further feedback as to various other parameters will be informed to the concerned persons and will then be acted upon after elaborate discussion.
5. After the conclusion of the event or programme, feedback collected from participants will be communicated by the faculty in-charge and will be discussed in faculty meeting headed by the principal. It will be followed by the action required.
6. At the end of each academic year the comprehensive feedback analysis report need be placed before the College Development Committee. The parameter for ascertaining the performance of the institution and its stakeholders needs to be revised and updated in accordance with the guidelines by Internal Quality Assurance Cell.

Flow of Feedback Process



M.M.M.H.S Shankarrao Chavan Law College * Pune-4 *

- **Policy Regarding Transparency**:-

1. For ensuring the transparency regarding the entire process of feedback collection and analysis, while collecting feedback, the name of stakeholder specifically in case of students shall not be made mandatory.
2. All stakeholders will be informed about the structure of the feedback in advance and for that purpose feedback templates shall be published on the website.
3. The comprehensive feedback analysis report will be published on the website of the college.

Dr. Kranti Deshmukh Principal	Dr. Sourabh Ubale IQAC Co-ordinator	Dr. Revati Naik NAAC Co-ordinator

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