



PANDIAN SARASWATHI YADAV ENGINEERING COLLEGE

(Approved by AICTE & Affiliated to Anna University, Chennai)

Madurai - Sivagangai Highway, Arasanoor, Thirumansolai Post, Sivagangai Dt. - 630 561, Tamilnadu

Mobile : 9842102628, 7373002628

Email: info@psyec.edu.in

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City Office : 10, Pandian Saraswathi St, Sivagami Nagar, Narayanapuram, Madurai - 625 014. Telefax- 0452 2682338, Mobile : 98423-02628

STAKEHOLDERS FEEDBACK POLICY



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FEEDBACK POLICY

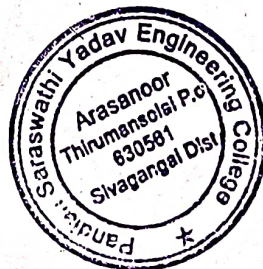
“Feedback is a gift. Ideas are the currency of our next success. Let people see you value both feedback and ideas.”

This policy provides information to Employer, Faculties, Students, Alumni, and all stakeholders regarding the submission and management feedback and improvement requests. Where feedback is welcomed, recorded and appropriately responded to.

PSYEC views feedback as valuable tools that support meaningful communication with all staffs, Faculties, Students and Alumni, help them feel heard and valued. It helps us maintain and continue to build transparent and positive relationships.

Feedback lets us know what we're doing well, what our gaps are and what we could do better. Feedback is used for ongoing evaluation to assist in formulating informed decisions relating to best practice for continuous improvement in our institution. There are five key factors in feedback mechanism

- ✓ Fairness and Objectivity
- ✓ Accessibility and Visibility
- ✓ Responsiveness
- ✓ Accountability
- ✓ Human Dignity



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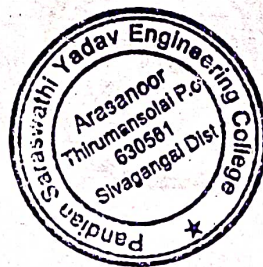
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MECHANISM OF FEEDBACK

The main goal of this policy is to get the entire stakeholder feedback on effectiveness of the infrastructure, teaching and learning process. Opinions are solicited for all courses from the range of stakeholders. Then the collected feedback is analysed and measures are taken into action. The principal, along with department Heads and IQAC choose institute level corrective measures. If necessary the feedback is communicated to the management, for further action.

The following feedback process is created to gather and assess the comments for every academic year.

- ✓ Kredo voice out web forms are used to create feedback forms and generate URLs for various forms.
- ✓ Feedback link has been offered to all the stakeholders on our institution's website and a time frame has been fixed for the procedure of receiving feedbacks.
- ✓ Stakeholders are asked to respond to the questions and rate the statements as Excellent, Good, Fair or Bad.
- ✓ Stakeholders Feedback has been collected was analysed for quality improvement.




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IQAC Coordinators identify the appropriate steps to be implemented to develop teaching learning process.

CONSOLIDATION AND CORRECTION ACTION TAKEN

- ✓ A committee has been formed by the IQAC to analyse the feedback obtained from the departments on curriculum and ambience of the institution.
- ✓ Skill development courses are started for students through various Industry training.
- ✓ Special theory and Lab classes are arranged for the students to complete the portion before the internal assessment.
- ✓ Orientation regarding the University examination and additional revision classes and tests for the challenging students is organised. Based on which students are able to solve complex problems.
- ✓ Faculty and Students are encouraged to take part in NPTEL.
- ✓ Faculties are encouraged to participate in FDP/Workshop/Seminar/Conference.
- ✓ Each action is documented. At the end of the year the action report and report analysis are made available in college website.



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