



**SNDT Women's
University, Mumbai**

**An Enlightened Woman
is a Source of Infinite
Strength**

**SNDT Arts and Commerce College for Women, Karve Road,
Pune 411038**

**BEST PRACTICES
(2019-2020)**

Best Practice 1

1. Title of the Practice: Feedback System

2. Objectives of the Practice: The feedback system helps

- To keep the college campus clean and maintained
- To improve infrastructural facilities
- To modify and improve the teaching methods and tools on regular basis
- To bring about improvement in mentoring system
- To Strengthen office administration and communication
- To maintain discipline
- To execute and monitor the internal assessment system
- To improve the quality of the Institution in all aspects

3. The context:

Feedback system in any institution helps many ways to improve institutional plans of action by criticising prior decisions and actions taken by the institution. It also helps to review the decisions and if needed modified it for the betterment of all the stakeholders. The organization can use this information to adjust and improve the current and future actions. The exchange of such information involves both, the performance expected and the performance exhibited. The feedback and the opportunity to use that feedback help to improve and enhance the qualities of services for different stakeholders. The information through feedback can be used to take well-informed decisions. It also allows the organization to build and maintain communication channels with all stakeholders.

Continuous sustainable improvement in the quality of all aspects of the college related to the students and teachers and the administration is the need of the hour. Therefore, it is a true focus based on feedback from across the entire organization, i.e., the students, teachers, parents, alumni, as well as the employers. The College deliberately asks for the feedback from all stakeholders because the institution believes that this feedback is helpful to understand the strengths and weaknesses. Effective feedback has benefits for the givers, the takers and for the whole institution.

4. The Practice:

Originally, the College used to take feedback from students only, in a structured questionnaire form. The students filled the form at the end of academic year, so as to express their views and experiences, about the teaching and administration system as well as about the facilities provided to them. The system is modified to suit the modern conditions and now the College has started getting the on-line feedback, not only from the students, but from the teachers, parents, alumni, and employers. The instant feedback in the form of suggestions given through a suggestion box, letters or applications addressed to the Principal or Grievance Cell or ICC is also taken into consideration.

The analysis of feedback is used by the College as a tool for continued learning. The reports of feedback analysis are uploaded on the website of the College. The positive feedback motivates the management, administrators and the employees to work with full energy and zeal. Similarly, constructive criticism helps to improve the decisions and policies in the working of the system.

In the academic year 2014-2015 college had the web base feedback mechanism in which students used to give their feedback filling up the form in computer room of the College. To complete this action, college allotted some computers to the students at the end of the academic year. Same process was applied for the academic year 2015-16 and 2016-17. In upcoming years college faces the problem with prevailing system like

- Student has to fill the form in Computer Lab only
- College unable to provide the secrecy to the students while filling up the form
- After getting the information from the web vendor college can analyze the data, so for the results college is totally dependent on the web vendor.
- There is no teacher validation, so it becomes complex task to analyze the feedback

To remove all the problems, College introduces a new feedback mechanism in the academic year 2017-18. With this new system Feedback form was communicated to the student through the email and online data has been collected. This new form is edited and included NAAC recommended Student satisfaction survey (SSS). This system was also having some complexities like for big classes sending individual email becomes a vast task and there were some technical limitations (can send 100 emails in a single day). In the academic year 2018-19 college has started Google class rooms and this was the solution for the above problem. Presently this mechanism is very useful to conduct the student feedback. With this system college succeeded in minimizing the use of paper. The data collected is in the digital format so that it is easy to analyze. This gives the students convenience of filling the form any time anywhere. Now the present system has become more respondent friendly.

5. Evidence of Success:

The feedback collected is used for the following purposes

- Feedback is used for bringing improvement in teaching

- Principal used to compare teachers' feedback with a self assessment report.
- Systematic implementation of CIEs
- Increased use of ICT.
- Preparation of 5 yearly Perspective Plan
- Student lead cleanliness drive in College premises
- Installation of smart classrooms
- Use of various innovative teaching methods
- Internal Examination Reforms
- Standardization of remedial programmes and mentoring system
- Introduction of BA English medium programmes on non-grant basis
- Preparation of Study Material

6. Problems Encountered and Resources Required:

The feedback system runs well for the teachers, parents and current students; however, the response from the alumni and the employers is still very less. The College is trying hard to contact the alumni and the employers and get their valuable feedback about the syllabi. This feedback will be helpful for filling the gap between the skills that the students gain at the time of graduation and the requirement of skilled manpower of the industry. The tie-up with some industries providing employment to our students, for skill development, will facilitate the students as well as the industry itself. It will also help the college in modification of the syllabus through the Board of study members. Considering the total number of students in the institution the responses received are less because of having students with different socio economic groups.

7. Notes (Optional) : Resources Required: Internet facility
