

	<p style="text-align: center;">SNDT Women's University, Mumbai</p>	<p style="text-align: center;">An Enlightened Woman is a Source of Infinite Strength</p>
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**SNDT Arts and Commerce College for Women, Karve Road,
Pune 411038**

Best Practice 1

Feedback Mechanism: A tool for Quality Improvement

The context: The term feedback is used to describe the helpful information or criticism about the prior actions or set systems in an organization by the concerned 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 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.

Effective feedback, both positive and negative is very helpful. Continuous improvement in the quality of all facets 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 we believe that this feedback is helpful when it highlights strengths as well as weaknesses. Effective feedback has benefits for the givers, the takers and for the whole institution.

Objectives: The feedback is used for:

- Keeping the campus clean and maintained
- Improving infrastructural facilities
- Modification and improvements in teaching methods of teachers
- Developing mentoring system
- Strengthening office administration and communication
- Maintaining discipline
- Developing internal assessment system
- Conducting remedial courses
- Conducting skill development programs and placement drives on campus
- Starting new courses and programmes in English Medium
- Improvement in Quality of the Institution in all aspects

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 suggestion box, letters or applications addressed to the Principal or Grievance Cell is also taken into consideration.

The analysis of feedbacks 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, the constructive criticism helps to improve the decisions and policies in the working of the system.

Difficulties faced and Strategies to overcome them: 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 true 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.

Impact of Practice:

- Preparation of 5 yearly Perspective Plan
- Student lead cleanliness drive in College premises
- Installation of CC TV cameras and smart classrooms
- Feedback and improvement in teaching through HOD and Principal
- Use of various innovative teaching methods
- Internal Examination Reforms
- Standardization of remedial programmes and mentoring system
- New BA English medium programmes on non-grant basis
- Preparation of Study Material
- Introduction of short-term Add-On Certificate Courses

Resources Required: Internet facility
