FEEDBACK POLICY

1. Preamble

Feedback serves as a cornerstone for continuous improvement in higher education institutions. At the Islamic University of Science and Technology (IUST), the Feedback Policy is designed to harness the insights from all critical stakeholders in order to foster excellence in teaching, learning, governance, and institutional services. This policy underscores the University's commitment to an open, participatory, and evidence-based culture of quality enhancement, ensuring that feedback is not merely collected but translated into actionable reforms.

2. Objectives

The primary objectives of the Feedback Policy are to:

- Facilitate structured and periodic feedback from all key stakeholders for institutional development.
- Align academic and administrative practices with recognized national and international quality benchmarks in higher education such as those established by NAAC.
- Enhance teaching-learning processes and improve administrative efficiency through data-driven decision making based on empirical data.
- Promote a culture of accountability, transparency, responsiveness, and mutual trust within the University ecosystem.

3. Stakeholders and Feedback Collection Mechanism

The University recognizes the importance of gathering feedback from the following primary stakeholder groups: ***Students, Parents, Teaching Staff, Non-Teaching Staff, Alumni, and Employers***. The feedback will be collected through pre-approved questionnaires via University Enterprise Resource Planning (ERP) and other validated methods, ensuring transparency, reliability, anonymity, and integrity of the process.

A. Students

i. ***Student Satisfaction Survey (SSS):*** Conducted annually in July through the University ERP platform. The survey uses the standard NAAC-prescribed questionnaire accessible through student dashboards. This survey gauges overall satisfaction levels regarding the University's academic, infrastructural, and support services. The process is managed by DIQA.

ii. ***Semester-End Teaching-Learning Feedback:*** Conducted towards the end of each teaching semester, prior to the commencement of End-Term Examinations, this feedback aims to gauge the effectiveness of the teaching–learning ecosystem. It is collected through the ERP system using the University's approved questionnaire, focused exclusively on teaching and learning, and is accessible via the student login dashboard. The feedback provides actionable reports for evaluating and enhancing the quality of teaching and curriculum delivery within the University.

B. Parents

Feedback from parents is collected annually or as deemed appropriate by the University through two modes:

- Physical questionnaires distributed through their wards during scheduled parent-student meetings.
- Online feedback from parents/guardians is collected through the ERP platform, with proper authentication measures in place to ensure that only verified respondents are able to submit feedback.

C. Teaching Staff

Feedback from teaching faculty is collected annually using the approved University questionnaire through individual faculty logins on the ERP. This feedback focuses on curriculum design, academic, administrative, infrastructural, job satisfaction and other institutional services.

D. Non-Teaching Staff

Non-teaching staff members provide their feedback annually through the University ERP system. The objective is to gather their perspectives on administrative processes, HR policies, infrastructural development, and workplace satisfaction.

E. Alumni

Alumni feedback plays a pivotal role in strengthening academic and industry linkages. The Dean (Outreach), Coordinator (Alumni Connect), and Departmental Alumni Coordinators facilitate its collection through various sustained activities and outreach initiatives. In addition, feedback is also gathered via the ERP system through alumni portal logins with authentication measures in place to ensure that only verified respondents can submit feedback.

F. Employers

Employer feedback is collected to evaluate the employability, competency, and performance of IUST graduates. Feedback is gathered through:

- Structured questionnaires sent via email or distributed during recruitment drives and events by Dean Outreach in coordination with Head 3CP.
- Feedback from employers is collected through the ERP platform, with authentication measures in place to ensure that only verified respondents can submit feedback.

4. Feedback Analysis, Action Taken, Feedback Data Ownership and Accountability

The Directorate of Internal Quality Assurance (DIQA) will oversee the systematic collection, collation, and analysis of feedback data across all stakeholder categories. The primary mode of data collection and analysis will be the University's ERP system, ensuring digital traceability, security, and ease of access. However, in circumstances where the ERP platform is not operationally feasible (such as during outreach events or with external employers), concerned office/s is/are authorized to implement manual, paper-based, or email-driven feedback mechanisms using pre-approved tools and authentication measures.

Once feedback is collected and analyzed, Action Taken Reports (ATRs) will be generated by the respective responsible offices, outlining the concerns raised, actions undertaken, and follow-up strategies implemented.

Feedback Impact Report: In addition to ATRs, Feedback Review Committee will prepare and publish an annual 'Feedback Impact Report' – a concise, evidence-based summary that demonstrates how stakeholder feedback across the year resulted in concrete improvements to teaching-learning, infrastructure, administrative services, and student support. This report will be publicly available on the University website and will be used as a governance accountability document.

To ensure accountability, ownership, and timely action on feedback, the University will designate specific officials as custodians for each type of stakeholder feedback. These officials will be primarily responsible for designing the reporting framework within the ERP system, enabling the continuous generation of feedback reports for detailed and analytical review. They will also be responsible for reviewing the feedback data, implementing appropriate remedial measures, documenting actions taken, and reporting back to DIQA for publication and institutional records. The designated custodians are as follows:

- *Student Feedback:* The Dean Academic Affairs shall serve as the Chairperson of the Student Feedback Committee, with the Dean of Students and respective Deans of Schools as members. The committee will jointly analyze and act upon student feedback regarding teaching quality, course content, delivery methods, and infrastructural support.
- *Student Satisfaction Survey:* The Directorate of Internal Quality Assurance (DIQA) will independently conduct, analyze, and publish the Student Satisfaction Survey, as per NAAC guidelines. DIQA shall ensure the findings are shared with relevant committees for institutional improvements.
- *Alumni Feedback:* The Dean Outreach will act as *Chairperson* of the Alumni Feedback Committee, with the Coordinator Alumni Connect and Departmental Alumni Coordinators as members. This committee will review alumni suggestions on curriculum relevance, employability, and graduate outcomes, and recommend actionable changes.
- *Parents Feedback:* The Dean Academic Affairs shall chair the Parents Feedback Committee, with the Dean of Students and respective Deans of Schools as members. This committee will collectively address concerns raised by parents related to academic progression, student support services, and campus safety.
- *Teaching Staff Feedback:* Feedback from teaching faculty is reviewed and acted upon by the Dean Academic Affairs and the Registrar. Their role is to identify systemic or departmental issues related to workload, academic autonomy, infrastructural support, and administrative policies, and to propose feasible reforms.
- *Non-Teaching Staff Feedback:* The Registrar will be responsible for convening meetings with relevant administrative officers to address staff concerns regarding facilities, HR policies, and skill development.
- *Employer Feedback:* The Dean Outreach will be the *Chairperson* of the Employer Feedback Committee, with the Head of 3CP and Departmental Placement Coordinators as members. This committee will assess employer insights to align academic offerings with industry requirements and improve placement strategies. The committee shall also coordinate with the Dean Academic Affairs to explore the possibilities of incorporating or revising academic programmes based on the feedback received from employers, ensuring that curricula remain relevant and industry-oriented.

Each committee will submit its findings and recommended actions to the competent authority in a time-bound manner for integration into the University's quality assurance and enhancement framework. All verified Feedback Analysis Reports and ATRs will be made publicly accessible on the dedicated DIQA webpage of the IUST website to foster transparency, accountability, and continuous improvement.

5. Supplementary Feedback Mechanisms

In addition to the structured feedback questionnaires, the following supplementary mechanisms shall also be used to capture diverse perspectives:

- *Mentor-Mentee Diaries:* Mentorship reports and records shall be periodically reviewed by Dean Academic Affairs for qualitative feedback.
- *Feedback via Email:* A dedicated email ID **iqac@iust.ac.in** for stakeholders to submit supplementary feedback. This email will be monitored by Director DIQA and treated with confidentiality.

6. Confidentiality and Ethical Considerations

All feedback will be collected, stored, and analyzed with the highest standards of confidentiality and ethical integrity. Respondent identities shall remain anonymous where applicable. Feedback data will be used exclusively for enhancing institutional performance, and any misuse of data will be subject to disciplinary action.

7. Consolidated Oversight and Review:

- **Institutional Oversight**: **IQAC (Internal Quality Assurance Cell)** shall review all feedback reports for consistency, quality, and action taken.
- **Annual Review**: Feedback Review Committee to compile a consolidated Institutional Feedback Report including inputs from all stakeholders for presentation before the Academic and Executive Councils.
- **Publication**: Summarized feedback outcomes and ATRs to be displayed on the University website for transparency.

8. Policy Review and Amendments

This Feedback Policy shall be reviewed periodically by the competent authority in consultation with stakeholders. Amendments will be made to keep the policy aligned with evolving quality assurance frameworks, technological advancements, and stakeholder expectations.