

# Feedback Policy



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(Autonomous)  
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## **1. Preamble**

A robust feedback mechanism is essential for continuous quality improvement in higher education. Institutions aligned with National Assessment and Accreditation Council and National Board of Accreditation frameworks emphasize systematic collection, analysis, and utilization of feedback from stakeholders.

This policy establishes a structured approach to gather, analyze, and act upon feedback from all stakeholders to enhance academic excellence, institutional effectiveness, and student satisfaction.

## **2. Objectives**

- To establish a transparent and structured feedback system.
- To improve curriculum design and delivery.
- To enhance teaching-learning processes and evaluation methods.
- To strengthen infrastructure and student support services.
- To ensure stakeholder participation in institutional development.
- To support continuous quality improvement and accreditation requirements.

## **3. Scope**

This policy applies to:

- All academic programs and departments
- Teaching-learning and evaluation processes
- Curriculum design and revision
- Institutional infrastructure and support services

## **4. Stakeholders**

### **4.1. Internal Stakeholders**

- Students
- Faculty
- Administrative Staff
- Management

## **4.2. External Stakeholders**

- Parents
- Alumni
- Employers / Recruiters
- Industry Experts
- Professional Bodies
- Academic Peers and Experts

## **5. Feedback Mechanism**

### **5.1 Modes of Feedback**

- Online feedback systems (ERP / LMS)
- Student Satisfaction Survey
- Suggestion boxes
- Alumni meets
- Industry interactions

### **5.2 Feedback Cycle**

- Feedback Collection
- Data Compilation
- Analysis and Interpretation
- Reporting to Authorities
- Action Plan Preparation
- Implementation of Corrective Measures
- Review and Documentation

## **6. Core Feedback Areas**

### **6.1 Curriculum Feedback**

- Relevance to industry needs
- Course content adequacy
- Skill development components
- Outcome-based education alignment

**Collected from:** Students, Faculty, Alumni, Employers

## 6.2. Teaching-Learning and Evaluation

- Teaching effectiveness
- Use of ICT tools
- Student engagement
- Transparency in evaluation

## 6.3 Infrastructure and Facilities

- Classrooms and laboratories
- Library and IT facilities
- Hostel and transport
- Campus amenities

## 6.4 Student Support Services

- Mentoring system
- Career guidance and placements
- Grievance redressal
- Extracurricular activities

## 7. Frequency of Feedback

S.No	Feedback Mechanism	Coordinated by	Frequency
1.	Course review Committee (CRC)	Class In-Charge	Twice in a semester
2.	Student Feedback on faculty	Dean (Academics)	Twice in a semester
3.	Course End Survey	Course Coordinator	Once in a semester
4.	Student satisfaction survey	IQAC	Annually
5.	Program Exit Survey	HoD	Annually
6.	Alumni Feedback	Alumni Coordinator	Annually

## 8. Data Analysis and Utilization

- Use statistical tools for analysis
- Identify strengths and gaps
- Prepare Action Taken Reports (ATR)
  - ✓ If the students feedback falls below 80%, the faculty will be counselled individually by the HOD/Dean(Academics)/Principal and the faculty encouraged to attend the MOOCs, STTP, FDP, seminar, workshop etc. to upgrade their knowledge and skills and suggestion will be given to further improvement of performance.
- Share outcomes with stakeholders

## 9. Corrective and Preventive Measures

- Curriculum revision
- Faculty training programs (FDPs, MOOCs)
- Infrastructure enhancement
- Student support improvements

## 10. Documentation and Evidence Feedback forms

- Analysis reports
- Meeting minutes (BoS, Academic Council)
- Action Taken Reports

## 11. Outcome of Policy

- Improved teaching-learning quality
- Industry-relevant curriculum
- Enhanced student satisfaction
- Strengthened institutional reputation

The Institute shall continuously review and update the approved policy and is committed to its implementation

### Policy History:

Version	Approved by	Implementation and Monitoring by
V1.0(Original)	20 <sup>th</sup> Meeting of GB held on 31-01-2026	Dean (Academics)