POLICY DOCUMENT

FEEDBACK ON FACILITIES POLICY

ZEAL EDUCATION SOCIETY'S

ZEAL COLLEGE OF ENGINEERING & RESEARCH

Approved by AICTE, New Delhic, Recognised by Govt. of Maharashtra and Affiliated to Savitribai Phule Pune University, Pune

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ZEAL COLLEGE OF ENGINEERING AND RESEARCH
NARHE │PUNE -41 │ INDIA

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FEEDBACK ON FACILITIES

Phone: 020-67206000

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Institute Vision:

To be a premier institute in technical education by imparting academic excellence, research, social and entrepreneurial attitude.

Institute Mission:

M1: To achieve academic excellence through innovative teaching and learning process.

M2: To imbibe the research culture for addressing industry and societal needs.

M3: To inculcate social attitude through community engagement initiatives.

M4: To provide conducive environment for building the entrepreneurial skills.

1. Preamble

Zeal College of Engineering & Research is committed to providing state of art infrastructure and facilities to support the academic and holistic development of students. As the most important stakeholders, students' feedback on facilities is crucial in ensuring the effective utilization of resources and continuous improvement of available amenities. The primary objective of collecting feedback is to enhance the overall experience of students by addressing their needs and making necessary upgrades.

2. Purpose of Feedback on Facilities

- To assess the adequacy and quality of infrastructure and facilities.
- To ensure proper utilization of institutional resources.
- To identify areas for improvement and take necessary corrective actions.
- To enhance overall student satisfaction and academic performance.

3. Facilities Covered Under Feedback Mechanism

Students' feedback is collected on the following key facilities available in the institute:

1. Library
2. Computing Facility
3. Laboratory
4. Fitness Club
5. Canteen
6. Girls Common Room
7. Boys Common Room
8. First Aid Facility
9. Girls Hostel
10. Gymkhana-Sport Facility
11. Cultural Center
12. Internet & Wi-Fi
13. Drinking Water Supply & Water Coolers
14. Counseling Facility
15. Training and Placement
16. Grievance Redressal Cell
17. Availability of CCTV
18. Language Laboratory
19. Transportation Facility
20. Electricity and Power Backup
21. Housekeeping
22. Security
23. Playground
24. Maintenance
25. ERP
26. Student Insurance

4. Students Feedback Mechanism

Student feedback is collected through offline feedback forms, online link and suggestion box.

5. Feedback Frequency

Feedback on facilities is collected once a year.

6. Feedback Collection, Analysis, and Corrective Measures

A. Collection Process
Feedback is collected through multiple channels:

- Feedback Forms
- Online Feedback
- Suggestion Boxes Students from each class fill feedback forms, and their responses are recorded for further evaluation.

B. Feedback Analysis

- Feedback is reviewed at the department level and shared with the Head of Department (HoD).
- Departmental issues are resolved at the HoD level, while institute-level concerns are escalated to the Principal through review meetings.
- Feedback is compiled and analyzed to identify problem areas.
- General feedback is also obtained from student meetings and suggestion boxes.

C. Corrective Measures

- The Principal reviews the feedback and initiates necessary actions.
- Maintenance and upgrades are planned based on the students' feedback.
- Meetings with concerned staff are conducted to implement remedial measures.

7. Conclusion

Student feedback plays a vital role in maintaining and improving the infrastructure and facilities at Zeal College of Engineering & Research. The institute is committed to addressing the concerns and suggestions of students to create a conducive learning environment. Through structured feedback mechanisms and timely corrective actions, Zeal College of Engineering & Research aims to provide state of art facilities that enhance student satisfaction and academic success.

8. Link for Students Feedback of Facilities through Online Mode.

https://zeal College of Engineering & Research.com/student-feedback-facilities/

Annexure-A

STUDENT FEEDBACK FORM ON INFRASTRUCTURE, SUPPORT SERVICES AND FACILITIES

Program Name	Bachelor of Engineering/Technology in **CE / CO / EE / EJ / ME**	Academic Year	20____ - 20____
Name of Student		Semester	I / II / III / IV / V / VI
Class	FY / SY / TY	Roll No.	
Email Id		Mobile No.	

As a part of continuous quality improvement program, please provide your valuable feedback on Curricular Based, Co-Curricular Based, Extra-Curricular Based and General facilities of the college by giving marks on the following attributes as per following marking scheme.

Excellent	Very Good	Good	Satisfactory	Poor
5	4	3	2	1

Note: Please tick (√) the appropriate box for each attribute based on your evaluation for each aspect.

SN	Attributes		Aspects	Rating 5	4	3	2	1
A	Curricular Based	1	Classroom, Laboratories, Workshop & Computer Center-Space, Cleanliness & Ambience					
		2	Laboratory Equipment, Safety & Security Facilities					
		3	Availability of Reading Materials , New Publications and Periodicals, Library Services & Management					
		4	Internet, Wi-Fi, Online Exam, ICT & Pedagogic Facilities					
		5	E-Learning and Digital Learning Facilities (Digital Library) & Reprography					
B	Co-Curricular Based	1	Industry Supported/Sponsored Laboratories, Innovation/Incubation Center					
		2	Student Training Program, Workshops, Seminars, Guest Lecture, Industrial Visit, PBL Support & Services					
		3	Training & Placement facilities & Career Support Services					
		4	Professional/Technical Societies/Chapters, Students Clubs Services					
		5	Industrial Internships, Project Support with Industry Connect					
C	Extra-Curricular Based	1	Sports-Outdoor, Indoor Games facilities, Coaching & Sports Materials in Gymkhana					
		2	Technical Skill Development Activities, Gymnasium, Yoga & Meditation Facilities					
		3	Soft Skill and Personality Development Services, Professional Development Activities and EDC Activities					
		4	Cultural Club Activities, Contests, Presentations, Hackathons Support, Services & Facilities					
		5	Social Services(NSS/YRC/ RRC)& Community Engagement Support, Services & Facilities					
D	General	1	Stationary, Stores, Lift, Safety, Security, CCTV Facilities					
		2	Canteen/Hostel-Facilities & House Keeping, Boys/ Girls Common Room & Recreation					
		3	Student Counselling/Mentoring, Grievance Redressal Services , Medical Facility & Public/College Transportation					
		4	Management, Support and Services from Admin Sections (Student, Examination, Scholarship and Accounts)					
		5	Tree-Plantation, Landscape, Auditorium, Safe Drinking Water					
Column wise total Number of Ticks (√)								

Place: _____

Signature of Student:

_____