STAKEHOLDERS FEEDBACK POLICY

POLICY DOCUMENT

STAKEHOLDERS FEEDBACK

Phone: 020-67206000

Website: https://zcoer.in

Email: zcoer@zealeducation.com

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 stakeholder's feedback 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 stakeholder's by addressing their needs and making necessary upgrades.

2. Stakeholders Feedback:

a. Students 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.

b. **Alumni Feedback:** Feedback is collected during Alumni Meet events to gather insights from former students regarding their experiences and suggestions for Improvements.

c. **Parent Feedback:** Opportunities during parent's meetings are provided for parents to share feedback on facilities, which is then reviewed by the respective Head of the Department for consideration.

3. FEEDBACK SUMMARY

A. CURRICULAR FEEDBACK

1. **Infrastructure & Facilities:** Students rated classrooms, laboratories, workshops, and the computer center based on space, cleanliness, and ambience.
2. **Laboratory Equipment & Safety:** Evaluation of lab equipment, availability of safety measures, and security facilities.
3. **Library & Learning Resources:** Accessibility of reading materials, new publications, periodicals, and library services.
4. **Technology & Digital Learning:** Internet, Wi-Fi availability, ICT-based teaching methods, online exams, and pedagogical tools.
5. **E-Learning & Reprography:** Effectiveness of digital library services and e-learning platforms.

B. CO-CURRICULAR FEEDBACK

1. **Industry Exposure & Innovation:** Availability of industry-supported/sponsored labs and incubation centers.
2. **Training & Skill Development:** Student training programs, workshops, seminars, guest lectures, industrial visits, and PBL support.
3. **Placement & Career Support:** Effectiveness of the Training & Placement Cell in providing career guidance and job opportunities.
4. **Professional & Technical Societies:** Engagement in technical chapters, student clubs, and professional societies.
5. **Internships & Industry Projects:** Industrial internships, project guidance, and industry collaborations.

C. EXTRA-CURRICULAR FEEDBACK

1. **Sports & Fitness Facilities:** Availability of indoor/outdoor sports, coaching, and sports materials.
2. **Skill Development & Well-being:** Technical skill-building activities, gym, yoga, and meditation support.
3. **Soft Skills & Personality Development:** Support for professional development and entrepreneurship initiatives.
4. **Cultural & Competitive Events:** Participation in cultural contests, hackathons, presentations, and related activities.
5. **Social Responsibility & Community Engagement:** Involvement in NSS, YRC, RRC, and other social service activities.

D. GENERAL FACILITIES FEEDBACK

1. **Campus Security & Convenience:** Availability of stationery, stores, safety measures, CCTV surveillance, and lift facilities.
2. **Hostel & Canteen Services:** Quality of hostel accommodations, canteen services, common rooms, and housekeeping.
3. **Student Support & Welfare:** Counseling, mentoring, grievance redressal, medical services, and transportation.
4. **Administrative Services:** Efficiency of student services such as examination, scholarships, and accounts.
5. **Environment & Campus Maintenance:** Tree plantation, landscaping, auditorium availability, and safe drinking water.

ALUMNI FEEDBACK SUMMARY

1. **Pride & Association:** Alumni satisfaction and willingness to contribute to the institution's development.
2. **Recommendations & Promotion:** Likelihood of recommending the institute to peers.
3. **Placement & Career Services:** Effectiveness of career counseling and placement assistance.
4. **Skill Development & Industry Readiness:** Curriculum effectiveness in industry preparedness.
5. **Faculty Support & Mentorship:** Impact of faculty mentorship on academic and professional growth.
6. **Infrastructure & Learning Environment:** Evaluation of college infrastructure in shaping career growth.
7. **Ethics & Social Responsibility:** Assessment of the institution's role in instilling ethical values and social awareness.

PARENTS' FEEDBACK SUMMARY

1. **Quality of Education:** Parents' satisfaction with academic quality and faculty efforts.
2. **Infrastructure & Safety:** Ratings on laboratories, classrooms, library facilities, and student security measures.
3. **Communication & Transparency:** Effectiveness of college-parent interactions regarding student progress.
4. **Discipline & Student Development:** College efforts in maintaining discipline and promoting holistic student development.
5. **Placement & Career Opportunities:** Availability of industry exposure and career guidance initiatives.
6. **Extracurricular & Co-Curricular Support:** Assessment of sports, cultural, and leadership development activities.

4. Stakeholder's Feedback Mechanism: Stakeholder's feedback is collected through feedback forms, online link and Suggestion Box.

5. Feedback Frequency

Feedback on facilities is collected once in a year.

6. Feedback Collection, Analysis, and Corrective Measures

A. Collection Process

Feedback is collected through multiple channels:

- Feedback Forms

- Online Feedback

- Exit Survey Forms

- 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.

- General feedback is also obtained from student meetings and suggestion boxes.

C. Corrective Measures

- Feedback is compiled and analyzed to identify problem areas.

- 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

Stakeholder's 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 that enhance student satisfaction and academic success.

Annexure A

STUDENT FEEDBACK FORM ON INFRASTRUCTURE, SUPPORT SERVICES AND FACILITIES

Program Name	Engineering in **CE / CO / EE / EJ / ME**	Academic Year	20____ - 20____
Name of Student		Semester	I / II / III / IV / V / VI
Class	FE/SE/TE/BE	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:

Annexure B

ALUMNI FEEDBACK FORM						
ACADEMIC YEAR: 20__ - 20__						
A. Personal Details (Update your current status in capital letters only)						
Name of the Programme						
Name of the Student						
Year of Graduation			Class Obtained			
E-Mail ID			Contact No.			
Note: Kindly rate the metrics from 1 to 5: (1-Poor, 2-Satisfied, 3–Good, 4–Very Good, 5–Excellent)						
Sr. No.	Parameter	Excellent (5)	Very Good (4)	Good (3)	Satisfied (2)	Poor (1)
1	How proud do you feel to be associated with Zeal College of Engineering & Research as an alumnus ?					
2	How willing are you to contribute to the development of the college ?					
3	How likely are you to recommend Zeal College of Engineering & Research to your relatives or friends for enrollment ?					
4	How satisfied are you with the placement opportunities provided by the T&P Cell ?					
5	How beneficial was the career counseling and guidance for higher studies provided by the T&P Cell ?					
6	How do you rate development activities organized by the college for your overall development ?					
7	How do you rate the initiatives taken by the college to bridge the gap between industry & academia ?					
8	How do you rate the infrastructure provided by the college to support your overall development ?					
9	How effective was the mentorship and support provided by faculty members in shaping your academic and professional journey at Zeal College of Engineering & Research ?					
10	Rate the skills acquired from the curriculum to face the industry challenges/ requirements					
11	How do you rate knowledge gain at Zeal College of Engineering & Research that will help you in professional life after 5 to 6 years ?					
12	Do you agree that education at Zeal College of Engineering & Research has cultivated consideration for ethical practices, concern for society and sensitivity for environment ?					
13	Do you agree that the course outcomes of this programme help to achieve the PEOs ?					
14	How do you rate Program Outcomes POs that helps you to a predicted accomplishment for this programme ?					
15	How do you rate Program Specific Outcomes PSOs that helps you to a predicted accomplishment for this programme?					
	Total Score					
Suggestions for improvements (if any)						

Date		Signature of the Alumni	

Annexure C

PARENTS FEEDBACK FORM

PARENTS FEEDBACK FORM
ACADEMIC YEAR: 20___- 20_____

A. Details of the Student	
Name of the Programme	
Name of the Student	

Year	FY/ SY/ TY	**Semester**	

B. Details of the Parent			
Name of the Parent		**Occupation**	
Educational Qualifications		**Contact No.**	
E-Mail ID			

Note: *Kindly rate the metrics from 1 to 5: (1-Poor, 2-Satisfied, 3–Good, 4–Very Good, 5–Excellent)*

S. No.	Parameter	Excellent (5)	Very Good (4)	Good (3)	Satisfied (2)	Poor (1)
1	How satisfied are you with the quality of education provided by the college ?					
2	How would you rate the infrastructure and facilities (labs, classrooms, library, etc.) of the college ?					
3	How satisfied are you with the safety and security measures taken by the college ?					
4	How effective do you find the communication between the college and parents regarding academic progress and events ?					
5	How would you rate the discipline and overall student development activities conducted by the college ?					
6	How satisfied are you with the efforts of faculty members in supporting and mentoring students ?					
7	How do you evaluate the placement and career guidance opportunities provided by the college ?					
8	How well does the college encourage extracurricular and co-curricular activities for overall student development ?					
9	How satisfied are you with the college's efforts in fostering industry exposure through internships, workshops, and guest lectures ?					
10	How well does the college support students in developing soft skills, leadership qualities, and entrepreneurship mind-set ?					
Suggestions for improvements (if any)						

Date		Signature of the Parent	