JB Institute of Technology
Dehradun

Feedback Policy
Effective from January 01, 2018

Feedback Procedure

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Feedback Policy

1. Purpose of Policy

JB Institute of Technology encourages all stakeholders of the institute to submit their inputs in the form of feedback including their good ideas, suggestions for improvements and complaints if any regarding infrastructure, behavior, facilities, teaching learning etc. JBIT is committed to an effective and efficient Feedback handling system implemented in the institute which facilitates a safe and cooperative environment for working and learning for the stakeholders. An effective feedback system is an essential part of an institute to provide a quality service to its stakeholders. The handling of Feedback has been treated as a quality issue, within the quality framework of the organization.

Policy being a quality issue the feedback collected from the stakeholders within the quality framework of the organization is primarily based upon the following purposes;

I. To provide a transparent and consistent approach of an institute to handling and monitoring of Feedback across the organization.

II. To ensure that all the stakeholders (student, faculty, alumni, employer etc.) of JBIT have an easy access to an equitable and responsive Feedback mechanism.

2. Scope of Policy

This policy applies to all the stakeholders (student, faculty, alumni, employer etc.) of JB Institute of Technology, including those associated with JB Institute of Technology directly or indirectly like the parents of the students, alumni of the institute etc.

3. Definitions

Word/Term	Definition
Feedback	Any opinion or comment, either positive or negative, including: -suggestions for improvement, and opportunities.
Stakeholders	Any person providing Feedback directly or indirectly linked with the institute like students, teachers, alumni, parents and employers.

4. Policy Principles

The following principles have been adopted for addressing feedback in JB Institute of Technology as the Policy Principles:

I. Feedback will be addressed in a fair and impartial manner,

II. Feedback handling processes will be conducted in respect of all concerned

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parties/stakeholders.

III. Feedback is expected to be collected for further improvement and enhance the quality of the curriculum for upcoming students.
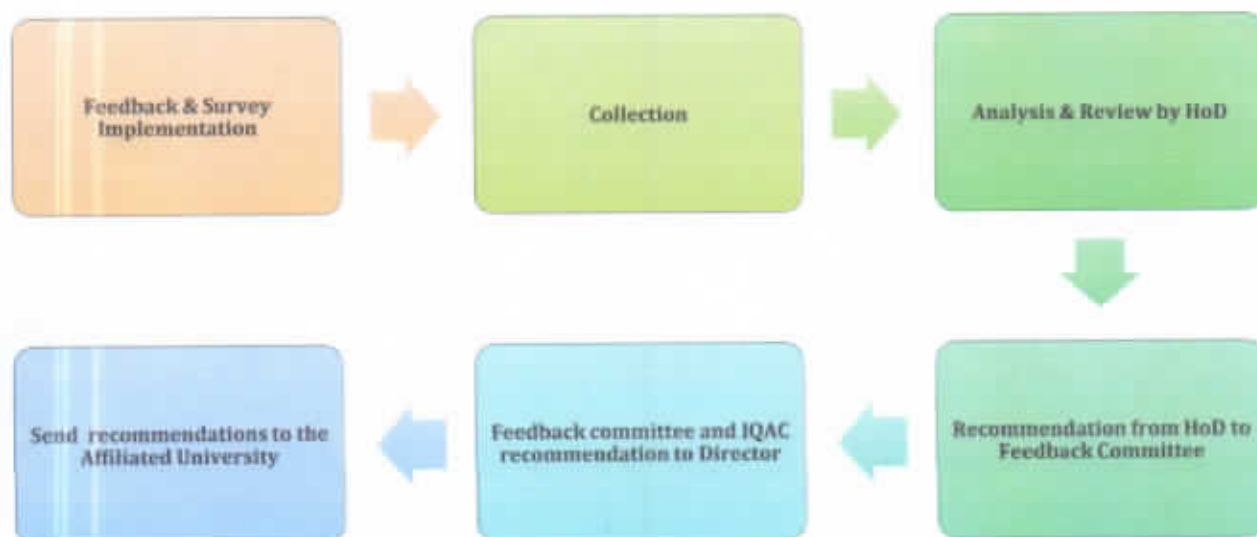
5. Policy Statement

The authorities of the JBIT encourage its faculty, students and other stakeholders whenever and wherever possible, may approach the person(s) directly involved in feedback process to discuss the matter or to resolve their queries in the first instance. JB Institute of Technology is committed to acknowledge and respond accordingly and promptly to Feedback from students, faculty and other stakeholders and in response to receipt of feedback suggest the authorities to act accordingly as the feedback demands.

6. Monitoring and Reporting

The feedback committee has been constituted with three-four members, since its inception. The Feedback collected from all the stakeholders in regards to different issues is being recorded, monitored and addressed by the feedback Committee is responsible for ensuring all Feedback is recorded, monitored and addressed. Feedback Committee is responsible to administer an effective and an efficient Feedback handling process.

Need of quality feedback from the Stakeholders

- Consistent quality feedback is important across the entire organization in order to remain aligned to goals and is a part of continuous learning process for regular improvisations to serve better.
- Effective feedback, both positive and negative is important for **continuous improvement** as it helps in understanding the strengths, weaknesses, opportunities and challenges faced by the organization.
- Feedback are the essence of a two-way communication between the provider and the receiver. Feedback from students, faculty, employer, alumni, and parents inculcate a sense of ownership about the organization and make them feel valued and responsible.
- JB Institute of Technology and its mission for continuous improvement in all sectors, academic or administrative has **entrusted IQAC** with the responsibility for arranging feedback responses from all stakeholders of the University on quality related institutional processes.

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┌─────────────────────┐     ┌─────────────────────┐     ┌─────────────────────┐
│  Feedback & Survey  │ ──▶ │     Collection      │ ──▶ │ Analysis & Review   │
│   Implementation    │     │                     │     │      by HoD         │
└─────────────────────┘     └─────────────────────┘     └─────────────────────┘
                                                                    │
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┌─────────────────────┐     ┌─────────────────────┐     ┌─────────────────────┐
│ Send recommendations│ ◀── │ Feedback committee  │ ◀── │ Recommendation from │
│    to the           │     │ and IQAC            │     │ HoD to Feedback     │
│ Affiliated University│     │ recommendation to   │     │ Committee           │
│                     │     │ Director            │     │                     │
└─────────────────────┘     └─────────────────────┘     └─────────────────────┘
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7. Feedback Handling

Feedback forms are made available to all stakeholders, through HODs to all students of the department and for the parents of the students while to alumni and any other stakeholder the office of the institute will provide the feedback forms. HOD's and all other concerned who have provided feedback forms to any stakeholder will ensure about the collection of filled feedback forms from all recipients of feedback forms that feedback should have been taken from all stakeholders in time.

In JBIT the feedback committee suggests its opinion based upon the feedback collected from the stakeholders, duly approved by IQAC to the concerned authorities.

The institute consider relevant feedback from all stakeholders while making overall improvements in the institution.

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