

## **Best Practice-Students Feedback for faculty and M.A. Course**

**Feedback from the students is taken in structured format since the department became Autonomous**

Feedback forms have been developed consisting of four parts:

1. Instructions to students
2. Data about students including their academic background and their attendance in the course (options ticked by students themselves)
3. 15 questions with answers to be rated on a five point scale
4. Two questions (one about the teacher and the other about the course) with descriptive answers

The process is as below:

- 1.1 The feedback preferably may be conducted in the 10<sup>th</sup> week of teaching.
- 1.2 Feedback is for courses which have been opted by the students and, ideally, they must have at least 50% or more attendance in the said courses. The system to tabulate and monitor attendance of students on a real time basis, however, does not currently exist at the office and hence by and large the feedback is undertaken for all students registering for the course and present in the classes where the feedback is conducted.
- 1.3 To maintain anonymity codes are prepared so as to identify calendar year, programme, semester, paper and teacher. Currently ten digit codes are in use. The teacher codes continue over the career of the teacher irrespective of the promotions/ demotions of teachers.
- 1.4 At the beginning of each feedback process, the coordinator has to explain to the students the procedure and has to put the codes on the board. The instructions on the form are read out to the students, Students are particularly reminded that the scaling is in ascending order from A to E and that they should not put the name of the teacher and the course anywhere on the form.
- 1.5 It is suggested that the process of feedback be initiated in the elective courses as per descending order of course strength if all elective courses are done in a single lecture. Students who have completed the process be asked to leave. It is suggested however that we should move to a process whereby the feedbacks are conducted in the course itself, which may require that the time table be strictly followed by the teachers.

1.6 Forms for each course are sealed in separate envelopes as and when the particular course feedback is over. In classes where multiple feedbacks are taken, it should be ensured that the feedback forms are not mixed up.

The feedback forms are sent to the software expert\* for processing. On receipt of the results of TAQ the Faculty-in-charge hands over the feedback sheets as well as the TAQ results sheets to the Director. The results of the feedback are to be obtained in duplicate (one to be handed over to the concerned teacher by the Director and the other copy to be maintained at the Strong room.) The Director discusses the Feedback with the teachers individually. The feedback forms are shown to the teacher in the Director's office for perusal of descriptive answers and are stored for a reasonable length of time in the strong room.

\* A software has been developed to process the feedback forms course-wise. The software tabulates average scores and standard deviations for each of the 15 questions as also the overall mean and standard deviation for these 15 questions. In addition, standardized mean and cumulative standardized means are computed for the 15 questions. The standardized mean enables comparison with scores in the current year, whereas the cumulative standardized mean provides the standardized score using data beginning from 2007-08 Semester I enabling comparison cumulatively over the years. The software has been developed by Mr. Lennox Baptista of Silvodel Solutions.