



# Galgotias College of Engineering and Technology

1, Knowledge Park II, Greater Noida – 201 310 (UP) INDIA

B Tech – CSE, IT, CE, ECE, EE, EEE # NBA Accredited

## Feedback and Grievance System *Draft*

Feedback is an opportunity to know the potential areas for improvement. With this, following are the major ongoing feedbacks concerned with various stake-holders which are conducted time-to-time :

### 1. General Feedbacks

S. No.	Feedback Title	Concerned With	Respondent	Frequency	Process / Purpose (To be used for)
1	Students Feedback on Teaching and Learning	Teaching and Learning	Students	Twice through ERP and Open	To improve the teaching and learning practices at department level.
2	Students Feedback on Facilities	Facilities	Students	Once through ERP and Open	To improve smooth functioning of facilities (Central Level)
3	Students Feedback on Syllabus and Transaction	Syllabus	Students	Open	For Identification of Curriculum Gap / Measures to be Taken at department level
4	Faculty Feedback on Facilities	Facilities	Faculty and Staff	Once through ERP and Open	To improve smooth functioning of facilities (Central Level)
5	Faculty Feedback on Syllabus and Transaction	Syllabus, Gap, and Transaction	Faculty	Open	For Identification of Curriculum Gap / Measures to be Taken at department level
6	Alumni Feedback	Syllabus, Gap, Overall, Attainment of PO / PSOs	Alumni	Open	For Identification of Curriculum Gap / Measures to be Taken / PO-PSO Attainment etc. at department level
7	Employer Feedback	Syllabus, Gap, Overall, Attainment of PO / PSOs	Employers	Open	For Identification of Curriculum Gap / Measures to be Taken / PO-PSO Attainment at department level / Central Level (both levels)
8	Parents Feedback	Syllabus, Gap, Overall, Attainment of PO / PSOs	Parents	Open	For Identification of Curriculum Gap / Measures to be Taken / PO-PSO Attainment at department level

- All these feedbacks are collected through prescribed questionnaire.
- In addition to this, few feedbacks (Students Feedback on Teaching and Learning, Facilities; and Faculty Feedback on Facilities) are also conducted through ERP.

The working and monitoring authorities of various feedbacks are :

- Students Feedback on Teaching and Learning : Respective Dept and Dean-Academics
- Feedback on Syllabus and Transaction (Students and Faculty) : Respective Dept
- Feedback on Facilities (Students and Faculty/Staff) : IQAC
- Employers Feedback : Placement Cell
- Alumni Feedback : Respective Department
- Parents Feedback : Respective Department



# Galgotias College of Engineering and Technology

1, Knowledge Park II, Greater Noida – 201 310 (UP) INDIA

B Tech – CSE, IT, CE, ECE, EE, EEE # NBA Accredited

## 2. OBE Related Feedback

a. Feedback for Framing / Updating / Reviewing of (Institute Level)

S. No.	Feedback Title	Respondent	Frequency
1	Vision and Mission (of Institute)	Faculty, Employer, Alumni, Parents	Open / As and when required

b. Feedback for Framing / Updating / Reviewing of (Program / Department Level)

S. No.	Feedback Title	Respondent	Frequency
1	Vision and Mission (of Dept / Program)	Faculty, Employer, Alumni, Parents	Open / As and when required
2	PEOs (of Dept / Program)		
3	PSOs (of Dept / Program)		
4	POs (if applicable) - (of Dept / Program)		

c. Computation of Attainment related

S. No.	Feedback Title	Respondent	Frequency
1	Course End Survey	Students concerned	Once, By the Course Teacher / Subject Head at the end of classes
2	Graduate / Program Exit Survey	Passing-out Students	Once, at the end of classes, dept level

## 3. Grievance

The grievance related to following can be submitted online (accessing the institute's website / QR code available at issued notice etc.) :

- Discipline Related Grievance
- Exam related Grievance
- Women Cell, ICC
- Anti-ragging Committee
- SC/ST related Grievance
- Any other Grievance / Problem / Complaint

## 4. Open Feedback

- ❖ Feedback on any topic which is not covered above (e.g. Feedback on Innovative Teaching and Learning Practices etc.) can be submitted online by accessing institute website. The approved feedbacks are being displayed in this section.



# Galgotias College of Engineering and Technology

1, Knowledge Park II, Greater Noida – 201 310 (UP) INDIA

B Tech – CSE, IT, CE, ECE, EE, EEE # NBA Accredited

## 5. Grievance Redressal Mechanism # Students / Faculty and Staff Members

- a. Grievance, if any, should be reported to the concerned authority / committee either through email or through written application in an earliest possible manner. Refer GCET website (Feedback and Grievance) for details of committees / authorities / online reporting of grievance.

S. No.	Grievance Area ( <b>Students</b> )	Concerned Committee / Authority
1	Academics related	Mentor > HOD > Dean – Academics > Director
2	Exam related	COE > Dean – Academics > Director
3	AKTU / Government related	Registrar > Director
4	All Other – Specific Nature (E.g. : Ragging / Discipline / SC/ST / Harassment / Counselling etc.)	Member of Concerned Committee > Convener of Concerned Committee > Chief Proctor (as applicable) > Dean (concerned) > Director
5	Library	Librarian > Dean – Academics > Director
6	Hostel / Mess related	Warden (concerned) > Chief Warden > Dean – SW > Director
7	Admin / Amenities / Facilities	Admin Officer > Dean – SW > Director
8	Fee / Fine related	Registrar > Account Section > Director
9	Staff related	HOD > Dean – Academics > Director
10	Faculty related	HOD > Dean – Academics > Director
11	HOD related	Dean-Academics > Director
12	Dean(s)	Director / Governing Council / Management
13	Director related	Director / Governing Council / Management
S. No.	Grievance Area ( <b>Faculty / Staff</b> )	Concerned Committee / Authority
1	Staff Members	HOD > Dean-Academics > Director
2	Faculty Members	HOD > Dean-Academics > Director
3	HODs	Dean-Academics > Director > Governing Council / Management

- b. Concerned authorities / committees are requested to address and resolve the reported issue on a priority basis (preferably within a week), considering the rules of the College / AKTU / in a lawful manner. Its redressal must be informed to all the concerned ones (maintaining the secrecy of the act, as deemed).
- c. In case, grievance raised by student / employee could not be resolved within a week or not satisfied with its redressal, he / can further report his / her grievance to the Director (through written application / email / website etc.) at the earliest.

## 6. Data Collection and Analysis

- a. Feedback data collected through ERP is to be emailed to respective HODs by IQAC in due course of time.
- b. Feedback data obtained through Website is emailed to respective HODs / Section-head / Convener of the Cell or Committee concerned by IQAC. Some-times, the data is being send by auto-triggered emails.
- c. Feedback data obtained in hard-copy is being submitted at respective department / committee / cell / section level.
- d. Entire collected data is compiled / presented in prescribed format and its mathematical analysis is being done.
- e. The collected responses are to be analyzed and based on this, measures / actions to be taken are being finalized.



## 7. Measures / Actions Taken

### 7.1 Actions to be taken by HODs on the basis of Students' Feedback on Teaching and Learning

- a. The data pertaining to students' feedback on Teaching and Learning (on a scale of 5, for Turn-1) has been analysed by respective HODs and faculty members receiving less than 70% feedback are to be counselled by respective HOD for further improvement.
- b. Further, the data pertaining to students' feedback on Teaching and Learning (on a scale of 5, average value of Turn-1 and Turn-2) has been analysed by respective HODs and faculty members receiving less than 70% feedback are to be given a formal warning letter by respective HOD (for further improvement). However, appreciation letters are issued to faculty members if average feedback is above 90%.

### 7.2 Actions to be taken for all other Feedbacks

- a. Based on result obtained after the analysis, suitable measures are suggested at respective department level. For central level measures, HOD communicate these to IQAC.
- b. Further, concerned feedbacks are to be used for :
  - i. PO-PSO Attainment (Indirect).
  - ii. Curriculum Gap / Curriculum Planning
  - iii. Measures for Continuous Improvement
- c. These measures taken / to be taken are also notified at institute website (under the Feedback and Grievance tab).

(Dr. Brijesh Singh)  
Director (Officiating)

**Copy for information and necessary action to :**

1. Hon'ble Chairman and CEO sir
2. All the Deans and HODs, COE
3. IQAC, Registrar, ERP, Accounts, Library