7.2.1: Describe two Best practices successfully implemented by the Institution.

1. Title of the Practice

Soliciting Stakeholders Engagement through Feedback based on Structured Questionnaires

2. Objectives of the Practice

New Education Policy-2020 mentions the importance and relevance of "meaningful input from all stakeholders - Students, Teachers, Alumni, Employers and Parents- rather than decisions made by a few individuals" to form the "basis for progress towards institutional goals". NEP further calls for creation and enabling of "suitable mechanisms for all to participate in forming an institutional vision towards excellence". In alignment with this, PU endeavors to collect responses from a variety of stakeholders on some aspects of teaching, learning and research.

3. The Context

PU has been collecting feedbacks from the stakeholders for the last many years.

    A. The students are asked to provide feedback twice in a semester for every course that they study.

    B. Feedbacks are also taken from Students, Teachers, Alumni, Employers and Parents during the review of existing academic programmes as well as for new programmes.

    C. Additional feedback is solicited from stakeholders for decision making on specific situations. Some examples follow: At the time of program restructuring, during COVID-19 pandemic, a feedback of students on online learning and preparedness for examinations was conducted in April-May 2020 prior to taking decision on the final examination schedule; every new syllabus has feedback from Board of Studies and Academic Council.

The feedback process is also periodically reviewed and the questionnaires are updated as required. The structure of the feedback forms for collecting feedback from Students, Teachers, Alumni, Employers and Parents are Given below in A-1 to A-5.

4. The Practice

A-1. Template for collecting feedback (on a scale of 1 to 5) from students:
https://iqac.puchd.ac.in/docs/2021/20210728111312-studentfeedbackaboutinstitute.pdf
https://iqac.puchd.ac.in/docs/2021/20210728111254-teacherwisefeedback.pdf

A.2. Template for collecting feedback (on a scale of 1 to 5) from teachers:
https://iqac.puchd.ac.in/docs/2021/20210922101215-teacherfeedbackaboutcurriculardesignm.pdf

A.3. Template for collecting feedback (on a scale of 1 to 5) from alumni:
https://iqac.puchd.ac.in/docs/2021/20210921123319-alumnifeedback.pdf

A.4. Template for collecting feedback (on a scale of 1 to 5) from employers:
https://iqac.puchd.ac.in/docs/2021/20210921123408-employerfeedbackform.pdf

A.5. Template for collecting feedback (on a scale of 1 to 5) from parents:

https://iqac.puchd.ac.in/docs/2021/20210921123511-feedbackfromparents.pdf

5. Evidence of Success

a) Involvement of alumni in the matters in their alma mater.
b) Reflection on the part of the teachers on the entire spectrum of education offered at PU. Utilization of feedback for modification of courses and restructuring programmes periodically.
c) Inclusiveness on the part of employers.

6. Problems Encountered and Resources Required.

a) Getting responses from employers and alumni

7. Notes (Optional)

The process that PU went through in designing the questionnaires is quite robust. In particular, the one for students have undergone a number of iterations and now it has passed the test of time.