

M. P. Shah Commerce College, Surendranagar

Feedback Process

Student scenario

Scenario Title:

Mid-Semester Feedback on Teaching and Learning Environment

Background:

At the end of the 6th week of the semester, the college decided to collect anonymous feedback from students to assess the effectiveness of teaching, classroom engagement, and overall learning satisfaction.

Participants:

- 300 undergraduate students from the B.Com (Accountancy, Statistics, Computer Applications) program
- 5 faculty members
- Academic coordinator

Feedback Collection Method:

- Online Google Form
- 10 multiple-choice questions and 2 open-ended questions
- Topics included: clarity of teaching, pace of lectures, availability of study material, interaction level, and doubts resolution

Sample Feedback Summary:

1. Teaching Quality:

- 82% of students rated teaching as “Good” or “Excellent”
- Positive mentions for real-life examples and practical demonstrations

2. Interaction & Engagement:

- 65% found sessions interactive
- Some students requested more Q&A or discussion time

3. Learning Resources:

- 70% said notes and materials were shared timely
- Few requested more visual aids or recorded lectures

4. **Suggestions from Students:**

- "Include small quizzes after each topic"
- "Provide more case-study-based learning"
- "Extend lab sessions for more hands-on practice"

Outcome & Action Taken:

- Faculty agreed to revise lesson plans to include more student interaction
- Coordinator scheduled monthly feedback rounds going forward
- A few teachers started using interactive tools like Kahoot and Padlet

Faculty Feedback Scenario

Scenario Title:

Annual Faculty Feedback on Institutional Support and Academic Environment

Background:

At the end of the academic year, the Internal Quality Assurance Cell (IQAC) initiated a faculty feedback process to evaluate the institutional environment, teaching-learning infrastructure, administrative support, and professional development opportunities.

Participants:

- 10 Faculty members (across all departments)
- Principal & IQAC Coordinator
- Administrative staff (for follow-up actions)

Feedback Method:

- Online Feedback Form (via Google Forms)
- 15 statements rated on a 5-point Likert scale (Strongly Agree to Strongly Disagree)
- 3 open-ended questions for suggestions and concerns

Major Areas Covered:

1. **Teaching Infrastructure**
2. **Academic Autonomy and Freedom**
3. **Support from Administration**
4. **Opportunities for Research and FDPs**
5. **Workload and Time Management**
6. **Use of ICT and Smart Classrooms**

Summary of Feedback:

1. Institutional Support:

- 85% of faculty rated administrative and management support as “Good” or “Very Good”
- Some highlighted delays in approvals for workshops or guest lectures

2. Teaching-Learning Environment:

- Most faculty appreciated the freedom in curriculum planning
- A few mentioned the need for more interdisciplinary collaboration

3. Facilities and Resources:

- Majority agreed that classrooms and labs were adequately equipped
- However, some suggested upgrading internet speed and providing digital tablets for ICT-based teaching

4. Professional Development:

- 60% had attended at least one FDP
- Others requested more institutional-level support or funding for paper presentations and journal publications

5. Suggestions Received:

- “Create a faculty research cell with annual publication targets”
- “Allow flexibility in lecture planning for project-based learning”
- “Provide regular workshops on NEP 2020 implementation”

Outcome & Actions Taken:

- IQAC planned a quarterly review of teaching facilities
- FDP funding policy revised and circulated
- Monthly inter-departmental seminars initiated
- ICT lab renovation proposal submitted to management