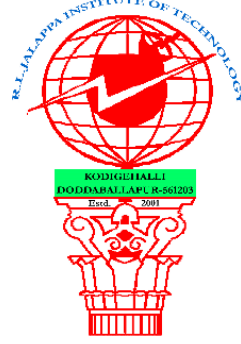# FEEDBACK POLICY

(Feedback Policy-2023)

(Revised Version of Feedback Policy-2018)

Ref. No. RLJIT /NAAC/2022-23/Policies/004

Approved by Institute Council Meeting on 30/01/2023

Sri Devaraj Urs Educational Trust (R.)

R. L. Jalappa Institute of Technology

(Approved by AICTE, New Delhi & Affiliated to VTU, Belagavi)

**Kodigehalli, Doddaballapura, Bengaluru Rural
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PRINCIPAL
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Kodigehalli, Doddaballapur-561203.Karnataka.

Recommendations of the Institution Council for the revision of approval Feedback Policy.

History of changes in Feedback Policy

Sl. No.	Newly Added/Revised	Feedback Policy 2018	Feedback Policy 2023
1	Feedback Mechanism	Not available	Available
2	Programme Exit Feedback (Online)	Available	Key feedback parameters are added
3	Alumni Feedback (Online)	Not available	Available
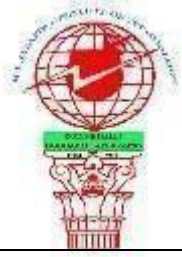
R.L. JALAPPA INSTITUTE OF TECHNOLOGY

DODDABALLAPUR – 561 203

Bengaluru (Rural), Karnataka, India Approve d

by AICTE, New Delhi | Affiliated to VTU, Belagavi

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Ref. No. RLJIT /NAAC/2022-23/Policies/004

Feedback Policy

INDEX

1. INTRODUCTION

The onus of any educational institute lies in translation of its vision and mission statements into tangible strengths & opportunities. The efficacies of all stakeholders help in overcoming the weaknesses and threats, if any, during the process. The societal members get empowerment to address tactically the global issues with academic, technical, psychological, cultural, traditional and professional excellence. They understand the need for suitable education, training, research and development towards fulfillment of aspirations and as beacon lights help in the enlightenment of the upcoming generations and to create awareness among other members of the global society. A structured feedback mechanism to academic partners and stakeholders has been in place at the institute, so as to ensure High-Quality Technical Pedagogy in the areas of TLP (Teaching Learning Process), R&D Outreach, and Technical Consultancy Services.

All the stakeholders play a pivotal role in the evaluation process to enhance the TLP and provide for suitable & technically specific process, designs, systems, components, assemblies, tools, models and prototypes to meet the global challenges in different spheres. This process helps the partnering agencies and stakeholders to know how the institute is stringent & focused in evaluation of their products/services that paves way to success in light of global competitions and challenges. The stakeholders are categorized into internal - staff, students, governance, etc. & external - parents, alumni, employer, industry experts, professional bodies, rating agencies, R&D institute, resource persons, accreditation agencies such as NAAC, NBA, AICTE, etc.

Internal Stakeholder

➢ *Management* – coordinates activities/programmes at various levels in order to translate its vision, mission, objectives, strategies, goals, targets and outcomes, time to time.

➢ *Faculty* – serve as feedback mechanisms of various electronic/physical channels to translate vision, mission, objectives, strategies, goals, targets and outcomes of the department/programme, time to time.

➢ *Students* – enable timely feedback on various activities/programmes that help translate goals as career opportunities and capacity building.

External Stakeholders

➢ *Parents* – key players, who provide constructive suggestions for smooth functioning and betterment of the institution and their ward.

➢ *Alumni* – brand ambassadors, who convey the quality of TLP & professional success required to meet the global challenges.

➢ *Professional Bodies* – IEEE, ISTE, IETE,CSI, etc. – support our products/ services for professional/career/academic excellence and advancement in the appropriate arena.

➢ *Industry Representatives* – Infosys, TCS, Virtusa, Accenture, IBM, Capgemini, Amazon, Tech Mahindra, EPAM, DBS, Mentor Graphics SAP, and various other MNCs under different MOUs help to imbibe necessary skill set and partner in R&D Labs, Manufacturing/Fabrications, Innovations, Incubation, Start-ups, IPR Issues, IIIE, POCEs, Cells, Units through trainings, industrial visits, internships and industrial projects.

➢ *Experts/Resource-Persons/Visiting-Faculty from Renowned Institutions* – IIT, IISc, TIER-I Institutions, Foreign Universities, Professional Associations, Accrediting Agencies, SRAs, Government, R&D, Society, Administrators, and Industry– enable maintain quality education through various products/ services/operations/activities/programmes,

➢ *Employer* – Plays pivotal role as end-users of services of our graduates and plug skill-gaps, if any between academia and industry expectations.

➢ *Accreditation Authorities* – ensure quality of both Graduate/Institute and provide evaluated and meritorious mandates on Graduate Attributes, time to time.

This process of involving various stakeholders emphasizes on the needs of students in general and industry in particular with quality assurance in our graduate and Post Programmes, staff, academic- administration, R&D and professional consultancy services along with our global partners. The distribution, collection, analysis and presentation of structured feedback duly filled in by our stakeholders both online and offline enables remedial measures. The feedback template and report of the remedial measures are made available in the website for further review by all our stakeholders.

The stakeholders' feedback at institute / Department level is obtained in the following processes:

a. Formulation of vision, mission, objectives, strategies, goals and policies to maintain quality.

b. Approval of PEOs/POs/PSOs/COs of various programmes offered.

c. Identify & address curriculum gaps if any and strive for continual improvement.

d. Participation in various internal/external Academic & Administrative Committees such as Governing Body, Academic Council, IQAC, student committees, Alumni Association meetings and PAC.

e. Involvement in orientation and admissions processes through student awareness camps/workshops, structure induction programs and inter/intra-departmental meetings.

Objective of feedback

The process aims at continuous improvement of academic-administrative-caliber, capacity building of stakeholders and provide for overall betterment of the institute. The following are the measures initiated in vital areas to address the immediate needs of global society:

➢ **Feedback in Teaching Learning Process & Modern Pedagogy:** To synergize the potential at different stages of academic/professional/R&D training programmes and to acquaint staff with the necessary caliber, strength and identify their weak areas, if any, for their professional and career and advancement. This is a panacea for staff member to improve overall performance without causing any detriments to their careers.

➢ **Feedback in Student Assessment Process:** To understand the very purpose of programme academic requirements and choice of potential courses suitable to reach individual goals and objectives in addition to accomplishment of graduate attributes at the end of each programme(s) under study. However, there will be Course Teachers, Course Coordinators, Class Coordinators, Faculty/Industry/Career Mentors in addition to Director / Principal /HOD / Programme-Coordinators / Senior-Faculty-Members to feed necessary inputs for overall performance of graduates.

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2. FEEDBACK COMMITTEE

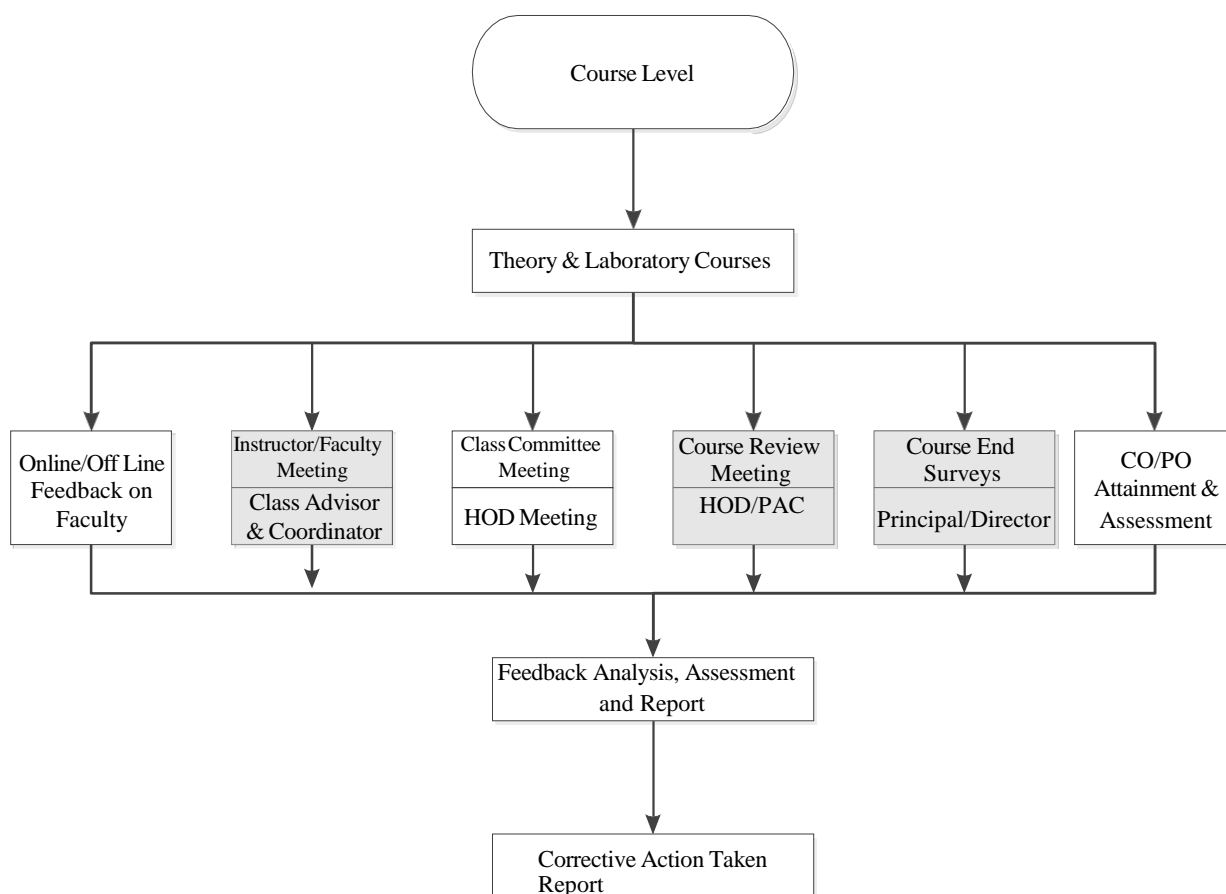| Committee / Activities	Management	Faculty	Student	Parent	Employer	Alumni
Governing Body Meeting	✓	✓			✓	
Academic Council Meeting	✓	✓				
IQAC	✓	✓	✓	✓	✓	✓
Programme Assessment Committee (PAC)Meeting		✓	✓	✓	✓	✓
IPR etc.	✓	✓			✓	✓
SDP, Workshops, Webinars Technical Contests, Seminars, Conferences, Symposiums		✓	✓		✓	✓
Graduation Day, Other special occasions observed, Industry Connect, Placement Drives, Faculty Meets	✓	✓	✓	✓	✓	✓
Class Committee Meetings		✓	✓			
Parent Teacher Meeting		✓	✓	✓		
Alumni meet / Alumni Lecture series	✓	✓		✓	✓	✓
Professional Lectures		✓	✓		✓	✓

3. FEEDBACK MECHANISM

Feedback is obtained periodically from various stakeholders to enhance the academic/ professional/ technical areas and motivate both students and staff to improve their performance. The feedback is used by the Department Heads, Principal, Director and if necessary, by top management to initiate remedial measures. Further, the Feedback from various sources would significantly contribute to improve performance of academic activities and effectiveness of TLP with ICT/ Modern-pedagogical techniques for the advancement of student's professional career.

Feedback collection and Analysis process

Feedback-Flow-Chart is as illustrated below

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                        ┌─────────────────────┐
                        │    Course Level     │
                        └─────────────────────┘
                                   │
                                   ▼
                      ┌──────────────────────────┐
                      │ Theory & Laboratory Courses │
                      └──────────────────────────┘
```

Online/Off Line Feedback on Faculty	Instructor/Faculty Meeting — Class Advisor & Coordinator	Class Committee Meeting — HOD Meeting	Course Review Meeting — HOD/PAC	Course End Surveys — Principal/Director	CO/PO Attainment & Assessment

```
                      ┌──────────────────────────┐
                      │ Feedback Analysis, Assessment │
                      │        and Report         │
                      └──────────────────────────┘
                                   │
                                   ▼
                      ┌──────────────────────────┐
                      │ Corrective Action Taken   │
                      │        Report             │
                      └──────────────────────────┘
```

The detailed step by step process of feedback at RLJT is illustrated below:

Feedback on Curriculum

Feedback on Teaching and Learning Process: Feedback from students is obtained periodically by the Heads of the Department in the course review meetings, instructor/faculty/mentor/advisor meetings, class committee meetings, end semester meetings, curricular-meets, exit survey, and alumni survey. Students evaluate the quality of TLP based on the specified criteria. The feedback is then analyzed and used for major academic decisions such as need based specialist programmes, QIP, Refresher Courses, Orientation Courses, SDPs, crash-courses and sabbaticals in addition to special academic assistance by senior faculty/resource person from the department/industry/premier institute of national and international repute to carryout improvements suggested. The feedback obtained from students is as follows:

Feedback Mechanism for Teaching-Learning Process

S. No.	Feedback Mechanism	Frequency of feedback collected	Composition
1	Instructor/Mentor/ Faculty meeting	Twice in a semester	60 students
2	Class Committee Meeting	Twice in a semester during instruction period in addition to beginner/ end meets	Student representative from: • Day Scholar • Hostler • 4 Slow Learners • 4 Average Learners • 4 Advanced Learners • Faculty Members/Coordinator • 2 Senior Faculty Members/Mentors • Programme Coordinator • Head of the Department
3.	End semester review meeting	Once in a semester (One week before the end of the Semester)	The Director, Principal, & Heads of the Department
5	Course end survey	Once in a semester	All students at the end of semester & reviewed by HOD after declaration of results

Students' feedback on faculty

Structured feedback form is designed with parameters, metrics, levels and scales both at the institute and department level for all the programs to enhance TLP/Pedagogy, student interactions, curricular doubts, industry practices, state of the art Technology, use of ICT, communication, evaluation, subject knowledge, punctuality, real-life examples, inter/multi-disciplinary nature of the subject, stated PEOs, POs, PSOs, COs, ILOs, evaluation, pattern of examination of CIE/SEE, course attainment/ assessment, etc. The students fill their online feedback to the best of their knowledge with utmost faith and honesty through a highly secure private login.

The responses are analyzed technically by systems department and the results are handed over first to HOD. The HOD conducts several meetings with faculty, mentors, course coordinators, class in-charges, subject experts, senior faculty members, prepares the final report and submits to the Principal for further decision making on faculty members' performance. The Principal conducts a final meeting along with HODs, IQAC and other senior faculty members for future course of action, remedies, and decisions, send a report to Institute Council if needed. The data will be analyzed on the suitable scale as deemed to be fit for assessment and for attainment of CO/PO/PSO for all courses offered in the programme under consideration.

Outcomes of Corrective Measures

Feed back				Corrective Measures	Beneficiaries	Outcome
Type	**Collected by**	**Given by**	**Mode**			
Direct & Indirect Interactive	Faculty , Clas Coordinator Mentor PAC HoD Principal Director Management	Student Course Mentor Subject Experts PAC Industry T&P Parents Alumni Resource Persons Visiting Professors	Instructor - student Meet (1:1) Mentor Meet (1:20) Class Committee Meet End semester Meeting Course end meeting Parent- Teacher Meeting Alumni Meeting Value added programs Placement Training MoU	Advanced learner programs Remedial class for slow learners Training Programs Counseling Scholarship	Student	• Semester End Examination Ranks • Infrastructure facilities • Higher Education opportunities • Employability skill acquisition • EDC/Startups • Innovation • Incubation • Project • IPR • Prototypes/ Models • Yoga/Meditation • Personality Development
				SDPs FDPs Workshop Seminars Contests	Faculty	• Faculty Empowerment
				Academic Administrative Audit	Department	• Program Development
				Management Review	Institution	• Vision-Mission attainment • Infrastructure • Ranking • Quality Improvement
				Extension & Out Reach Activities	Society	• CSR and Lions club • Community development Programs

Feedback on facilities

The institution provides sustainable and state of the art infrastructure. Assessment of these facilities is based on the structure online feedback from various stakeholders along with descriptive 'suggestion-box' to hear-on for constructive suggestions and 'noble thoughts come from all the sides.'

A grievance redressal committee is in place for staff & students, boys & girls in addition to Women Protection and Sexual Harassment Cell. They collect information, time to time, and forward the same directly to the Principal.
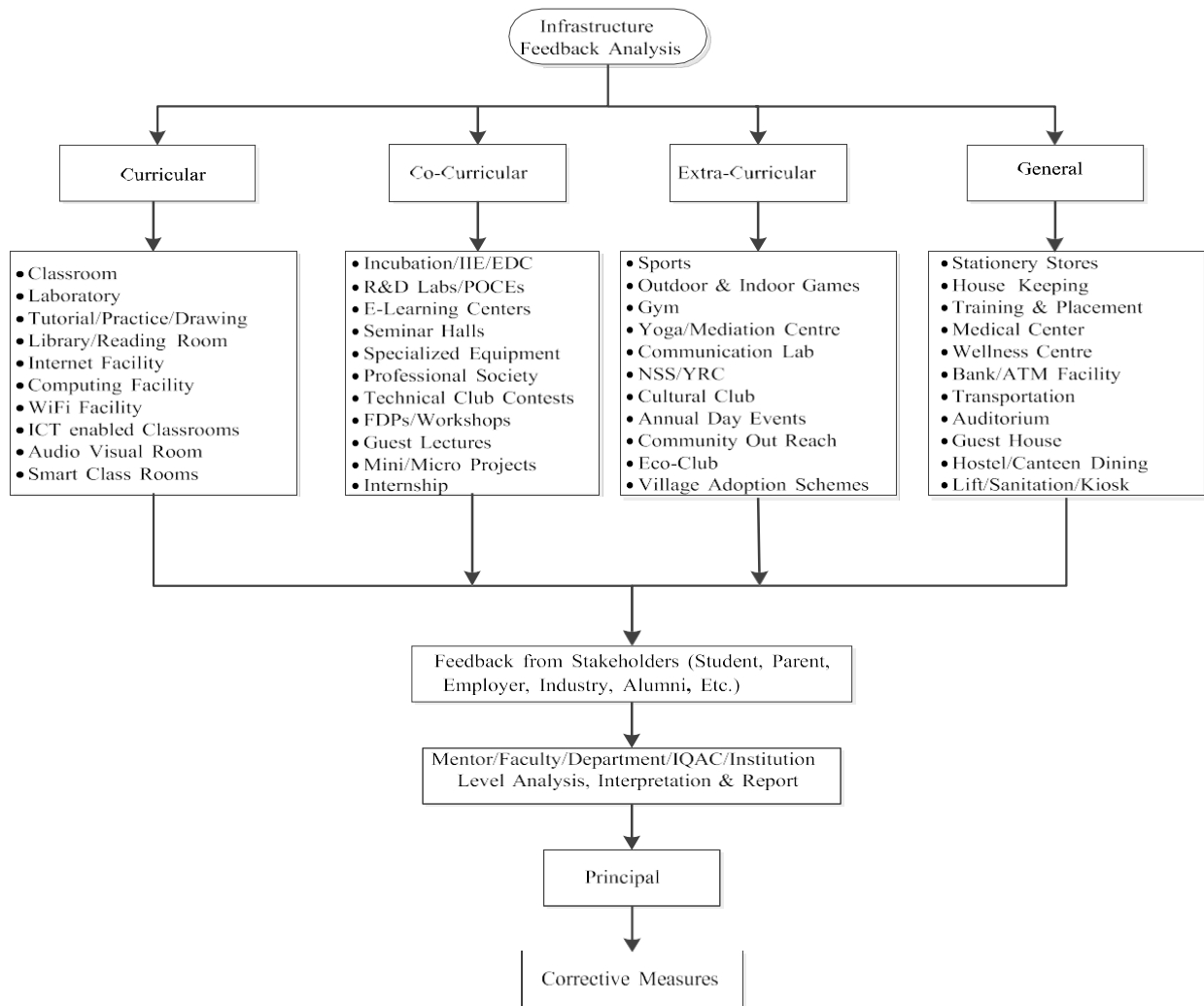
The alumni-network is fairly strong, active and plays a creative role. The Institute collects feedback from available alumni periodically/occasionally through offline and online surveys. Alumni-events are scheduled twice in a year in addition to inviting them on various occasions such as orientation day, graduation day and annual day for obtaining suggestions. It is quite surprising and fortunate to any institution to observe their graduates on interview/selection/HR boards offer placements to the young talents. Hence, alumni feedback is quite precious to strengthen placement prodigy both by way of value and volume on global arena.

Programme Exit-survey cum feedback is collected from graduate student either in graduate ceremony or directly by faculty-mentors during the time of collection of certificates by them.

Parent Teacher Meetings provide an occasion to collect most valuable feedback from parents after interaction with faculty on their wards' performance. The meeting enables both the mentor and the parent to assess the potentialities of student in several aspects. The mentor can suggest suitable course based on the students' key strengths, caliber and capacity towards career growth and development. It is more psychological/behavioral process rather documentation process and sometimes helps the faculty mentor to understand about the student capabilities and assess his potentiality in employment and education aspects. As the same faculty mentor continues to be a mentor till student graduates, this type of assessment is possible.

All the surveys are helpful to the administrators to visualize their vision, change suitably their mission, strategies, targets and the ambition of stakeholders for sustainable development of both department and institution all leading to higher education and career advancement of young aspirants.

The following process to illustrate the feedback mechanism and its outcomes.


```
                    ┌─────────────────────┐
                    │   Infrastructure    │
                    │  Feedback Analysis  │
                    └─────────────────────┘
```

Curricular	Co-Curricular	Extra-Curricular	General
• Classroom • Laboratory • Tutorial/Practice/Drawing • Library/Reading Room • Internet Facility • Computing Facility • WiFi Facility • ICT enabled Classrooms • Audio Visual Room • Smart Class Rooms	• Incubation/IIE/EDC • R&D Labs/POCEs • E-Learning Centers • Seminar Halls • Specialized Equipment • Professional Society • Technical Club Contests • FDPs/Workshops • Guest Lectures • Mini/Micro Projects • Internship	• Sports • Outdoor & Indoor Games • Gym • Yoga/Mediation Centre • Communication Lab • NSS/YRC • Cultural Club • Annual Day Events • Community Out Reach • Eco-Club • Village Adoption Schemes	• Stationery Stores • House Keeping • Training & Placement • Medical Center • Wellness Centre • Bank/ATM Facility • Transportation • Auditorium • Guest House • Hostel/Canteen Dining • Lift/Sanitation/Kiosk

```
        ┌──────────────────────────────────────────┐
        │  Feedback from Stakeholders (Student,     │
        │  Parent, Employer, Industry, Alumni, Etc.)│
        └──────────────────────────────────────────┘
        ┌──────────────────────────────────────────┐
        │  Mentor/Faculty/Department/IQAC/Institution│
        │  Level Analysis, Interpretation & Report  │
        └──────────────────────────────────────────┘
                    ┌─────────────┐
                    │  Principal  │
                    └─────────────┘
                ┌─────────────────────┐
                │ Corrective Measures │
                └─────────────────────┘
```

Outcomes and corrective action

Suggestions of stakeholders are considered selectively to further strengthen the infrastructure keeping in view the valuable experiences of our stakeholders. However, continuous infrastructure development is the policy of the institution by adopting state of the art practices, time to time. The Institute also catersto the academic needs of staff and students through utilization of labs/facilities to work for projects/proposals from AICTE/DST/SERB/Private & Government Research Foundations for external private funding through enhanced R&D, professional technical consultancy services, incubations, innovations and startups.

4. CONSOLIDATION AND CORRECTIVE ACTION TAKEN

Action Taken Report and Impact Analysis on TLP (Based on student/faculty feedback):

➢ Faculty/Instructor/Mentor Meeting, Placement/Admission Orientation/Induction.

➢ Annual/Career/Graduation Day programs were held to get the awareness regarding career growth opportunities in global spheres both by way of higher education/employment and entrepreneurship/R&D opportunities.

➢ In class committee meeting, remedial/additional/tutorial/special classes were provided to students on analytical/typical/critical engineering/sciences papers for better performance.

➢ In course/syllabus/general review, special classes in theory and lab sessions were arranged for the completion of the syllabus before the internal assessment in light of competitive examinations, career opportunities with real life industry examples and latest R&D followed by the state- of- the- art practices and contemporary industry experiences.

➢ In end semester review, orientations regarding the SEE preparation and additional revision of classes for the slow-pace-learners/weak-performers to makeup themselves and face examinations towards sustainable growth and performance to withstand in competitive society with respectable scores to make them eligible for all government/private competitive examinations. The main focus is in success of the student in the course with respectable grade if not record-break-score.

➢ In course end survey, the use of ICT/Modern Pedagogy like NPTEL, Virtual Labs/Industry/ Lab View/Industrial Visits/, Guest Lectures by Industry/Professional Experts etc., has been adopted as a supplementary tool for capacity building/empowerment for higher order technical competencies to tap career opportunities.

## Basis of reward / corrective / remedial measures for feedback on faculty by students

Faculty members' graded above 90% will be rewarded with certificate of appreciation and a token of recognition for each course. If grade falls below 90%, the faculty will be counseled individually by the HOD/Principal and will be advised to take assistance from senior faculty members in the department or attend any refresher/orientation/certificate course to adopt better methods to strengthen quality of TLP in addition to sitting in senior faculty classes and watch video of faculty members of the premier/reputed institutions in relevant areas and interact with peer-group and even students and alumni on their own to identify their weak-areas and overcome them. However, a special chance will be given to retire from that subject for one semester for thorough preparation and better performance. It is an iterative process open to staff members to improve their performance.

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5. FEEDBACK RELEVANCE MATRIX

Feedback Parameters / Feedback Mechanism	Students feedback on Course Curriculum	Students feedback on Faculty	Students feedback on Facilities	Faculty feedback on Curriculum	Programme Exit Survey	Alumni Survey	Employer Survey	Parents Feedback
a. Feedback on curriculum	Question 1 to15	Question A	-	Question 1-5,9-15	Question E	Question B (1-4,5-10, 13-15)	Question B (2,3) C (1-11, 13,14)	Question B (3,4,6,9) C (1,2,3,5)
b. Feedback on faculty	-	Question C,D,E,F	-	-	Question D	Question B (13)	-	Question B (2,3,4,6,9)
c. Feedback on facility	-	Question B	Question A,B,C,D	Question 6,7,8	Question C	Question B (12)	Question C (12)	Question B (1,5,7,8) C (4)

Feedback Flowchart
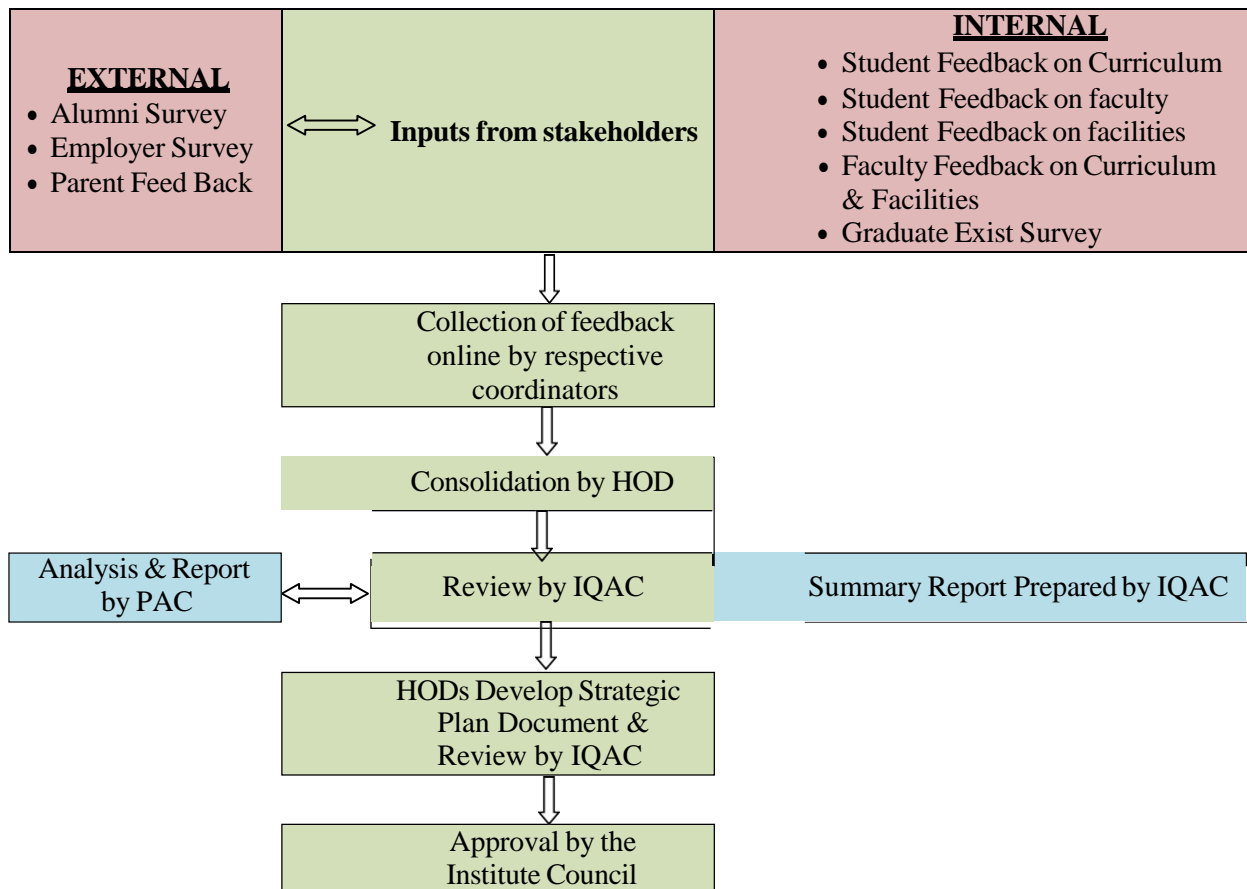
Feedback Consolidated Reports

Student's feedback on faculty	Student's feedback on facilities	Faculty feedback on curriculum	Graduate exit survey	Alumni survey	Parents Feedback form
Oral/Memo/ Assignment/ Assistance/ Document Proof	Direct email to Grievance Redressal cell ,Principal, IQAC, to Review and Suggest by Principal.	Consolidate at HOD, PAC leveland send suggestions to Principal/ Director	Collected by Class Co-ordinators,LG Mentors, Course Coordinator.	Department Alumni Coordinator, Old Faculty Mentors, HOD, Guest lectures, Special Occasions like Global Alumni Meet	Faculty Mentors, Class Coordinators, HODs.

Action taken report

A. Feedback on curriculum	
Comments	**Corrective Actions**
Curriculum may include content Beyond topics.	The curriculum gaps were identified a n d d i s c u s s e d in PAC and approved in Institute Council Meetings. The recommended gaps were represented to Principal through HOD.

Students suggested the need for core employment courses, training for facing interviews duringcampus selection & competitive exams for higher employment/ education.	Value-Added/Certificate/Executive Courses/TTPs/Workshops/ Expert-Lectures/Implant-Training/Seminar/Internship/Mini/ Micro/Main Projects/In-house Projects/industrial visits/ Conferences/Poster Presentations/Case Study,GRE/ TOFEL/IELTs/IES etc. Proof of Enrollment, Certificates, Brochures, Attendance, Test Report, Schedule, Correspondence with resource persons, Budget Proposal, Utilization Certificate, Receipts& Payment Vouchers.
Well Equipped laboratories with advanced instruments appreciated. R&D revenue to be generated,IPRs to be initiated by Patents/ Startups	More Research/Work Papers, Patents, Startups, EDC Activities, in association with R&D/IQAC/HOD/Director for Research outcomes that generates revenue to the institution. Conduct National & International Conferences, Executive Development Programmes, MDPs to be initiated by HODs. Faculty Groups should visit various industrial undertakings to know state of the art and then take students in small groups for hands on experience.

B. Feedback on faculty	
Comments	**Corrective Actions**
Awareness among staff/students to publish their works, convert into patents, commercialization, prototype development and startups possibility research scholars to publish articles may be created.	Address by R&D/IQAC/HOD/Deans/Senior-Faculty-Members of various departments. Conduct Workshops for students and staff with the help of External R&D resource persons. Convert all projects into publishable works by fine-tuning by faculty supervisor/HOD/R&D in any conference/journal initially. Convert Projects in to publication in indexed journal and patent. Convert published patent into a final prototype and scale for production and initiate a startup or incubate in RLJIT campus.
Research Manuscript quality check can be made free access.	Open source plagiarism software Drillbit was made available in College Library and issue guidelines in this regard by HOD/R&D/IQAC.Store in remote server and department cloud.
Evaluation of departmental activities by Strategic Plan Document/Action-Plans/Calendar and their Implementation along with associated targets through Continuous follow up action.	HODs/IQAC/PAC/R&D together should prepare individual calendar for department and consolidated calendar to institute. Academic and Administrative Audit is to be conducted by IQAC/PAC in all department by proper schedules. Department files/documents/records/registers should be checked time to time and submit reports as and when required to the NBA/NAC/ARIIA/NIRF, etc.

Refresher/Orientation/Value Added/ Certificate/Crash Courses/ to be planned inaddition to enrich & Elevate the Department/ Institution.	Through the HOD/IQAC/R&D-Centre in association with external/internal resource persons either in industry or R&D Sector Organizations/Institutes.
R&D Incentives such as Registration fees / travel grants for participation in FDP/Conference/seminar organized by institution of national/international repute.	HODs/Coordinators of R&D/IQAC should take initiative. Only Government Sponsored Programmes Provide Travel Allowance, Boarding & Lodging Facilities to both resource persons and participants in limited number of outside/within the state non local participants. For local participants conveyance allowance given in lump sum or college transport allowed at free of cost. Staff members interested in R&D incentive schemes should follow R&D circulars time to time and avail benefits for participation in any national/international conferences. But everything in advance they have to get it approved to claim benefits under the scheme as per rules and regulations.

C. Feedback on facility

Library	New Books are purchased and titles, Volumes increased. E-books and e-journals volumes increased. Digital Cloud, Remote Access, NDL INDEST, INFLIBINET and weeding.
Laboratory	Erection of Advanced Equipment in the Manufacturing/Fabrication/Projects/R&D labs.
Computer	All the computers are being monitored by the IT Support Team and troubleshoot/ debug problems in minimum time possible. New computers are only on approval of the Director.
Internet	Speed is increased and systems are to be upgraded, existing speed is 310 MBPS.
Wi-Fi	New Books are purchased, titles and Volumes increased. E-books and e-journals volumes increased. Digital Cloud, Remote Access, NDL, INDEST, INFLIBINET and weeding.

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Common feedback form to be designed at the institutional level for all the programs by considering all the dimensions of the teaching-learning process such as quality of teaching, clearance of doubts, communication, evaluation, subject knowledge, punctuality etc. Overall feedback of the course faculty needs to be taken by class coordinator at the end of semester through online database of college (ERP) software/Google forms.

Feedback on course outcomes (COs) from students shall also be collected through online mode.

The students shall take up completely anonymous online feedback system to increase their ability to be honest in their responses; Students need to select the appropriate rating for a particular question. Suggestions/comments about the course handling faculty must also be collected while collecting the feedback.

The feedback responses shall be submitted to the Head of department and corrective actions are to be taken based on the consultation with the Principal. Based on feedback, Head of department shall have meeting with faculty and discuss measures for improvement. Head of institution to arrange faculty appraisal meeting with course teacher and give suggestions for improvement.

1.   Feedback on Campus Facilities

Feedback on facilities shall be taken in three different forms:

- Programme Exit Feedback (Online)
- Alumni Feedback (Online)
- Feedback from Suggestion box facility

Programme Exit Survey Feedback (Online)

Exit feedback shall be collected from final year graduating students to evaluate the quality of facilities provided by the institution and on the quality of teaching-learning. The key feedback parameters to be included are college infrastructure, laboratory facilities, class room facilities, effectiveness of teaching, internet facility, library facilities, encouragement for co- curricular and extra- curricular activities, support for campus recruitments, learning environment in the college, overall experience in the college.

The feedback obtained shall be forwarded to the Head of departments and Head of institution for further action.

Alumni Feedback (Online)

Alumni play a key role in the holistic growth and development of the institution, by providing constructive suggestion and feedback. The institute has a strong alumni network and conduct alumni meet once in a year to share their experiences, progress of alumni and take their feedback and suggestion, Feedback from alumni shall be collected when they visit to the department/college.

In alumni feedback, first part needs to consist of questions related to the infrastructure, laboratory facilities, faculty, project guidance, training and placement, library facilities, internet and Wi-Fi facilities provided and additional if any. The second part needs to consistof questions related to the department. Collected feedback shall be submitted by chief alumni coordinator to Head of department for improvement in department level.

Consolidated alumni feedback shall be forwarded to Head of the institution for his perusal.

Feedback from Suggestion box facility

The students can also give feedback through the suggestion box facility. Through student grievance Cell of the institute, one suggestion box shall be provided at the student welfare office, in which students can drop their feedback.

Student welfare office shall keep track of the suggestions and discuss the same with the Head of the institution regularly, for further action.

2. Feedback from Parents

Feedback from parents shall be collected once in a year during the parents meet / graduation day by the student welfare office. The feedback on teaching faculty, laboratories, placement and training, facilities like transportation, canteen, mess is taken. The feedback obtained shall be forwarded to the Head of institution and management for further actions.

3. Feedback from Employers:

Feedback from employers shall be taken to assess the performance of our students recruitedin various organizations. The key feedback parameters shall include developing practical solutions to assigned projects, contribution to the goals of the organization, planning and organization skills, taking up additional responsibilities, creativity in response to workplace challenges, punctuality and sincerity, willingness to learn new Technology, obligation to work beyond schedule if required, ability to maintain cordial relationship with colleagues. The feedback obtained shall be forwarded to the Head of institution and management for further action.

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STUDENT'S FEEDBACK ON COURSE CURRICULUM
ACADEMIC YEAR: 20   - 20
DEPARTMENT OF CSE/Mechanical/AI&ML/Data Science/ECE

Name of the Department		Subject	
Name of the Student		USN No.	
Year, Sem. & Section		Branch	

Course outcomes are the resultant knowledge skills acquired after the completion of a particular course.

Note: This survey help us to strengthen the quality/delivery of TLP and to revisit metrics used strengthen COs/POs/PSO accomplished/attained on successful completion of course and/or on programme.

S.No.	Course Outcomes	Excellent 5	Very Good 4	Good 3	Satisfied 2	Poor 1
A. Course outcomes						
1	CO1:					
2	CO2:					
3	CO3:					
4	CO4:					
5	CO5:					
B. Course curriculum						
6	Relevance of course curriculum to the programme					
7	Curriculum Balance, Credit-Distribution and Composition					
8	Value Added courses/Guest Lectures/Visits/Projects to fill Industry Gaps					
9	Blooms Taxonomy used in design/assessment COs and POs					
10	Build confidence to face CIE/SEE and Competitive Exams					
11	Elective courses address global, societal & industrial needs					
12	Lab Experiments help to solve real life problems in industry					
13	Internet/Wi-Fi/e-Resources/Repositories/ICT/LMS					
14	Infrastructure/Library/Labs/R&D/IIE/EDC availability					
15	Accreditation/Affiliation/Autonomy/Ranking/Rating process					
C. Suggestions for improvements						

Date		Signature of the Student	

R.L JALAPPA INSTITUTE OF TECHNOLOGY
DODDABALLAPUR- 561203
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website : https://rljit.in | email : principal@rljit.in | Fax:080-27625380

STUDENT'S FEEDBACK ON FACULTY
ACADEMIC YEAR: 2023-2024
DEPARTMENT OF CSE/Mechanical/AI&ML/Data Science/ECE

Name of the Department		Branch	
Name of the Student		USN No.	
Year, Sem. & Section		Subject	
Name of the Faculty		Designation	

Note: Tick (✓) the appropriate choice for each point.

S.No.	Parameter	Excellent 5	Very Good 4	Good 3	Satisfied 2	Poor 1
A	**Subject Command and Quality of Teaching**					
1	Presentation of the Subject Matter					
2	Communication Skill of the faculty					
3	Interaction with the students.					
4	Punctuality of the Faculty					
	SUB TOTAL (A)					
B	**Use of Innovative Teaching Aids &Resources**					
1	Use Collaborative Learning and Conduct Activities					
2	ICT, Digital learning (NPTEL/Videos/SW Documentation)					
3	Use of Chalk, Clear Doubts, Write legibly & be Audible					
	SUB TOTAL (B)					
C	**Communication Skills**					
1	Pronunciation, Dictation, Communication Skills and Coherence					
2	Gestures/Postures/Eye to Eye Contact, Voice Modulation					
3	Dialogue, Prologue, Epilogue and Courteous to gender					
	SUB TOTAL (C)					
D	**Effectiveness of Learning Experience**					
1	Conduct Q&A and illustrate with real life examples					
2	Reinforce Quality TLP & Modern Pedagogy in teaching					
3	Ability to clarify Doubts , Inspire, Aspire, Influence, Stimulate and Motivate ethically					
	SUB TOTAL (D)					
E	**Transparency in Evaluation& Assessment (Off/On Line)**					
1	Solve previous CIE/SEE/Model Test Papers with illustrations					
2	Exhibit Booklets of CIE for Verification/Modification					
	SUB TOTAL (E)					
	GRAND TOTAL (A+B+C+D+E)					
F	**Laboratory Interaction (Only for Laboratory Courses)**					
1	Checking of laboratory log books/observation/Records					
2	Availability of faculty throughout the lab/practice session					
3	Help in execution of experiment & apparatus/equipment setup					
4	Help in execution of extra experiments & mini/micro projects					
5	Weekly Evaluation of Lab Records ,CIE & Allow back log experiments					
	TOTAL (F)					

Suggestions for improvements

Date		**Signature of the Student**	

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Estd:2001

STUDENTS FEEDBACK ON FACILITIES
ACADEMIC YEAR: 2023-2024
DEPARTMENT OF CSE/Mechanical/AI&ML/Data Science/ECE

Name of the Student		Branch	
Name of the Student		USN No.	
Year & Semester		Section	

Note: Tick (✓) the appropriate choice for each point.

S.No.	Parameter	Excellent	Very Good	Good	Satisfied	Poor
		5	4	3	2	1
A	**Curricular Based**					
1	Classroom Ambience in clean and Healthy, Seminar-Hall and Auditorium that improves the Quality of Learning.					
2	Physical Environment promotes Positive interaction with Peers in Class, Laboratory Equipment, Safety & Security Facilities.					
3	Library, Reprography, Digital-Resources, Online e Journals and Library environment is sufficient for Learning.					
4	The laboratory environment creates effective learning and understanding of experiments , Internet, Wi-Fi, Online Exam, ICT & Pedagogic Facilities					
5	The Grievance Redressal Mechanism , Computing Labs, Servers, Remote Access and ERP is effective.					
	SUB TOTAL (A)					
B	**Co-Curricular Based**					
1	Industry Supported Labs/R&D/Innovation/Incubation Centers					
2	E-Learning and Digital Learning Facilities					
3	Training & Placement facilities & Career Support					
4	Professional/Technical Societies/Chapters, Club Activities					
5	Internships, Project Support with Industry Connect					
	SUB TOTAL (B)					
C	**Extra Curricular Based**					
1	Sports-Outdoor & Indoor Games facilities					
2	Gym, Yoga, Skill Cum Personality Development Activities					
3	Professional, Business and Social Communications Lab					
4	Cultural Club Activities, Contests, Presentations, Hackathons					
5	Social Services(NCC/YRC)& Community Engagement					
	SUB TOTAL (C)					
D	**General**					
1	Stationary, Stores, Lift, Safety, Security, CCTV Facilities					
2	Canteen/Hostel, Boarding/Lodging Facilities & Recreation					
3	Medical/Wellness Center, ATM, Hostel-House Keeping					
4	Public/College/Internal Transportation, Campus WiFi					
5	Tree-Plantation, Landscape, Open Auditorium, Safe drinking Water					
	SUB TOTAL (D)					
	GRAND TOTAL (A+B+C+D)					

Suggestions for improvements (if any)

Date		Signature of the Student	

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FACULTY FEEDBACK ON CURRICULUM
ACADEMIC YEAR: 2023- 2024
DEPARTMENT OF CSE/Mechanical/AI&ML/Data Science/ECE

Name of the Programme	
Branch	
Name of the Faculty	
Faculty ID	
Year	2023-2024 (ODD)
Semester	
Section	
Subject	

Note: Kindly rate the metrics from 1 to 5.
(1- Not Agreed   2 - Partially Satisfied   3 – Satisfied   4 – Agree   5 – StronglyAgreed)

S.No.	Parameter	Rating
1	Curriculum Balance, Distribution Credits, Composition, Evaluation and Assessment	
2	Core/Technical/Professional Knowledge by Electives/Labs/Internship/Project R&D	
3	Industry Orientation of curriculum/Value Added Courses/Professional Activities	
4	Counseling/Guidance/Mentoring/Advocacy is useful for higher studies/employment	
5	Syllabus Completion and Design/Assessment/Attainment process of COs/POs/PSOs/PEOs	
6	Adequacy of Internet/Wi Fi/e-Resources/Repositories in Use of ICT/ Innovative Teaching and Learning Methods	
7	Adequacy of Infrastructure, Library, Labs, R&D, IIE, EDC by its usage and availability	
8	Accreditation, Assessment, Attainment, Affiliation, Ranking and Rating Processes	
9	Opportunity to attend/organize Workshops/Seminars/Webinars/SDPs/Conferences/IIE	
10	Current API /R&D/Consultancy Opportunities for Career/Professional Development	
11	Opportunity for Participation in Decision Making, Additional Responsibilities/Committees	
12	Design & Development process of achievement and attainment of COs/POs/PSOs/PEOs	
13	Opportunity for Higher Education/R&D/Employment.	
14	Involvement in NBA/NAAC/ NIRF /Affiliation/Rankings	
15	Present process of staff/student mentoring, IQAC and feedback on stakeholders	
	TOTAL	

Suggestions for improvements (if any)

Date		**Signature of the faculty**	

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PROGRAMME EXIT SURVEY FORM(PES)
ACADEMIC YEAR: 2023 - 2024
Department of CSE/ECE/Mechanical/Data Science and AI and ML

A. Personal Details

Name of the Programme & Branch		Admitted Batch	
Name of the Student		USN No.	
e-mail		Mobile No.	

Note: Kindly rate the metrics from 1 to 5.
(5 – Excellent 4 – Very Good   3 – Good 2 - Satisfied 1- Poor)

B. Feedback on Infrastructure Facilities

S.No.	Parameter	Rating
1	Adequacy of Infrastructure, Library, Labs, Project Labs and R&D Center	
2	Computer Resources/Innovation, Incubation center, Projects, Industry/Professional Labs	
3	Internet/Wi-Fi/Digital Resources/Repositories in Use of Innovative Teaching Methods	
4	Curricular, Co-Curricular and Extra-Curricular Activities for Career Advancement	

C. Co-Curricular Based

S.No.	Parameter	Yes/No
1	Training & Placement Cell provided enough CRT for career opportunities/growth/R&D	
2	Enough number of employability activities/opportunities provided for career growth	
3	Counseling/Guidance/Mentoring/Advocacy useful for higher studies/employment	
4	Motivated by EDC of IIE Programmes/Activities/Workshops	
5	Professional/Academic/Technical/Curricular Services provided by the department	
6	Adequacy of Co and Extra Curricular opportunities/services provided during studies	
7	Is there any grievances-redressal mechanism in existence to solve your problems?	
8	Are you proud of your association with the department Academically & Professionally?	

E. Feedback on Vision, Mission, PEOs/PSOs/POs

S.No.	Parameter	Rating
1	What is your rating about your Department Vision, Mission?	
2	What is your rating about your Institute Vision, Mission?	
3	What is your rating about Dept Programme Educational Objectives(PEOs)	
4	What is your rating about Dept Programme Specific Outcomes(PSOs)	
5	What is your rating about overall Programme outcomes(POs)	
6	Do you agree your Department Mission and Vision are framed Practically feasible	

Suggestions for modifying your Department Vision, Mission, PEO and PSO and suggestions for improvements for your Programme you have studied. (if any)

Date		Signature of the Student	

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ALUMNI SURVEY FORM
ACADEMIC YEAR: 2023-2024

A. Personal Details (Update your current status in capital letters only)

Name of the Programme		Branch	
Name of the Student			
Date of Birth		USN No	
Year of Graduation		Class Obtained	
Address with Pin code		Gender	
e-mail ID		Mobile No.	

Have you upgraded/pursuing any higher education? If yes, fill the below.

Degree/Specialization		Graduated Year	
Institution			

Employment Details

Name of the Organization			
Year of the appointment		Designation	
Current Designation		Total Experience	_____Years

Are you an Entrepreneur? If yes, fill the below.

Name of organization			
Year of Establishment		Employees on Roll	

Note: Kindly rate the metrics from 1 to 5 (5 – Excellent 4 – Very Good   3 – Good 2 - Satisfied 1- Poor)

B. Curriculum Aspects

S.No.	Parameter	Rating
1	The campus environment is conducive for all round development	
2	Academic atmosphere shaped the character in terms of values and creative attitudes	
3	The institution offers student friendly ambience.	
4	NSS and club activities gave access to a 'social ambience'	
5	Field work and industrial visits in the curriculum provided informal learning spaces.	
6	The co-curricular initiatives of the institution helped to flourish one's natural talent.	
7	The outreach activities inculcated social competence and personal growth.	
8	Academic evaluation is effective and systematic.	
9	Student-teacher relationship is positive and active with mutual respect.	
10	Design of curriculum in online & offline platforms created more learning opportunities.	
	Total Score	

Suggestions for improvements (if any)

Date		Signature of the Alumni	

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EMPLOYER SURVEY FORM
ACADEMIC YEAR: 2023-2024

A. Program Specific Outcomes (PSO):

2	Name of the HR	
	Designation	
	Email of the HR	
	Name of the Organization	
	Head of the Organization	
	Name of the Graduate	
	Year of study at RLJIT	

Note: Kindly rate the metrics from 1 to 5: (1-Poor, 2-Satisfied, 3–Good, 4–Very Good, 5–Excellent)

B. General aspects

S.No.	Parameter	Rating
1	Rate our Graduates communication skills and performance in work place.	
2	Developing practical solutions to work place as expected.	
3	Working as a Part of Team member and able to Lead a Team in your company.	

C. Curricular aspects & Innovations

S.No.	Parameter	Rating
1	Rate our Graduates Innovations required for their job assignments	
2	Professional, Technical and Business Communication Skills & Abilities	
3	Ability to take up extra responsibility and organizing skills.	
4	Self-motivated and taking on appropriate level of responsibility	
5	Open to new ideas and learning new techniques	
6	Work with Multi-disciplinary, Multi-Lingual and Multi-Cultural teams	
7	Using technology and workplace equipment	
8	Ability to contribute to the goal of the organization.	
9	How could our Teaching Learning Process could be improved? What specific comments do you have regarding the curriculum? _____	
10	Whether you hire our RLJIT Graduates for next Academic Year?	YES / NO

Suggestions for improvements (if any)

Date		Signature of the HR	

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PARENTS FEEDBACK FORM
ACADEMIC YEAR: 2023-2024

A. Details of the Parent

Name of the Programme		Branch	
Name of the Student		USN No	
Year, Semester & Section		Mobile No.	
Name of the Parent		Occupation	
Educational Qualification		Contact No.	
Name of the Organization		e-mail ID	
Contact Address			

Note: Kindly rate the metrics from 1 to 5: (1-Poor, 2-Satisfied, 3–Good, 4–Very Good, 5–Excellent)

B. Basic aspects

S.No.	Parameter	Rating
1	Administrative facilitation & Help Desk	
2	Performance of Staff & Quality of Teaching	
3	Practical Knowledge imparted with Labs, Internship, Projects, R&D and Incubation	
4	Industrial Exposure and Placement & Career guidance	
5	Transportation and Canteen Facilities	
6	Extra-curricular activities	
7	ATM/ Bus /Medical/Hostel/ Facilities	
8	Security	
9	Overall academic, professional, technical, psychological and cultural exposure	
	Total Score	

C. Curricular aspects

S.No.	Parameter	Rating
1	Curriculum delivered is satisfactory on par with education system	
2	Technical knowledge has improved during the period of study	
3	Academic/Professional Performance of your ward in our institution	
4	Adequacy of Infrastructure, Library, Labs, Project Labs and R&D Centre	
5	Accreditation, Assessment, Attainment, Affiliation and Ranking & Rating Pattern	
	Total Score	

D. Other aspects

S.No.	Parameter	Yes/No
1	Does your ward regularly inform you about his/her Performance?	
2	Did you receive any complaints about your ward from the institution? (**If yes specify the nature of the compliant**)	
3	Whether you are getting information about your ward from the Institution	
4	Would you recommend RLJIT to others friends and relatives to admit their ward	

Suggestions for improvements (if any)

Date	**Signature of the Parent**

Policy Preparation and Verification Team

Prepared by	Dr. Manjunatha B N IQAC Coordinator	*IQAC Coordinator* *R. L. Jalappa Institute of Technology* *Doddaballapur-561 203.*
Reviewed by	Dr. M. Sreenivasa Reddy Director Quality in Academics and R&D	
Compiled by	Dr. Shivaprasad K M Vice- Principal & NAAC Coordinator	*Dr. Shivaprasad K.M.* *VICE PRINCIPAL* *R.L Jalappa Institute of Technology* *Kodigehalli, Doddaballapur-561 203*
Approved by	Dr. P. Vijayakarthik Principal	*PRINCIPAL* *R.L. JALAPPA INSTITUTE OF TECHNOLOGY* *Kodigehalli, Doddaballapur-561203.Karnataka.*