



Feedback: A Quality Improvement Tool for Internal Quality Assurance Cell (IQAC)

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ABSTRACT

Feedback is a return back reaction about any system. It provides us with information about the gap between the actual level and reference level of any system. Feedback plays a vital role in higher education. It is one of the key factors in the effective learning process for students. It is an essential element in improving students learning process. Feedback is a component of higher education that helps improve in teaching and enhance student knowledge, skill and professional performance. It influences student learning and achievement thus acts as a strategy to improve the learning outcome. Feedback plays an important role in teaching-learning and also various college issues for improvement. Feedback is a quality improvement tool for Internal Quality Assurance Cell (IQAC). It is difficult to create a set of simple guidelines for supporting feedback tool. This paper aims in preparing a tool based on Student's perspective feedback items and Faculty perspective feedback items.

Keywords: Feedback in higher education, Feedback tool, Feedback tool items

INTRODUCTION

Feedback has many synonyms word like, response, reaction comment, report, estimation or assessment etc. The word 'feedback' is used to express one type of information that depends on prior action or behaviour. Feedback refers to data about response to a product or process or activity. It is a return back reaction about any system. Feedback method is the most important and broader concept of management theory. It plays an important role in decision making of management theory. It helps to change the behaviour of any system and to set or abandon the goals. Feedback is a process in motion. It is way in which the causes that develop a result are themselves improved, corrected, supported, etc. Webster's (2001). Feedback occurs when outputs of a system are routed back as inputs as part of a chain of cause-and-effect that forms a circuit or loop (Wikipedia). It provides us with information about the gap between the actual level and reference level of any system. It helps us to comparison between actual outcome and desired outcome. It can develop any ongoing situations and help further action.

Feedback helps determine the quality of a product or process or activity. Feedback is a process that helps to correct any work mistakes. It helps to evaluate any program. It's focus on the output parameters of any system. There are two types of feedback aspects-1) positive feedback and 2) negative feedback.

Positive feedback is the response that increases the gap between the reference level and the actual level in a system. Positive feedback increases the interval of output parameters in a system. Negative feedback is the response that reduces the gap between the reference level and the actual level in a system. Negative feedback decreased or inhibited the interval of output parameters in a system.

In electronics way, feedback is defining any electronic instrument or device output. As an example, if any electronic device like fan or light turns on after switching on the electronic board then the feedback of this device is good. As a biological example: Human digestive system. Output of digestive system affects our daily food habits. In senses of education, feedback is the quality assessment process. It is one of the key

factors in the effective learning process for students. It is an essential element in improving students learning process. It is a component of higher education that helps improve in teaching and enhance student knowledge, skill and professional performance. It influence in student learning and achievement so it is simple to say that it is a strategy to improve the learning outcome. In any system feedback helps to determine what has gone well and what will be needed to improve. It helps in determining the target of the input by analyzing the output. Feedback plays a vital role in higher education. Ancient Indian education system did not require school house as it is today. Hermitage (Tapaban's) soft-shade open air schools were the center of children's education. The generous natural environment was the student's classroom. They did not need a separate house for education. But in the Buddhist era, there is a huge house, libraries; dormitories, synagogues, etc. were built for conducting education in the universities like Nalanda, Vikramshila. In the middle Ages, educational centers were conducted in the open courtyard adjacent to temples and mosques. But due to sunshine, storm and rain, teachers were often forced to stop teaching. In modern age, the accessories of teaching have increased tremendously. So, to enable education on college premises wants library, laboratory, workshop, museum, toilet, office room, and class room etc. so, Feedback plays an important role to improve education more effective.

LITERATURE REVIEW

Internal Quality Assurance Cell (IQAC)

The University Grants Commission (UGC) was formed in 1956 AD with two major responsibilities that of providing funds in colleges and upkeep of standards in institutions of higher education. National Assessment and Accreditation Council (NAAC) established by UGC for the purpose of monitor the standard of higher education. NAAC is an autonomous body funded by UGC. NAAC has been instilling a momentum of quality consciousness amongst Higher Educational Institutions, aiming for continuous improvement. However, lasting improvements in standards cannot come about only by accreditation from outside, once in five years. An internal mechanism for sustenance, assurance and enhancement of the quality culture of education imparted by them, therefore, become essential (XII Plan Guidelines, UGC). As per NAAC guidelines every accredited institution should establish its own Internal Quality Assurance Cell (IQAC) for planning, guiding and monitoring Quality Assurance (QA) and Quality Enhancement (QE) activities. To develop academic and administrative performance and to promote internationalization of quality standard college, the IQAC has some activities in college academic and administrative performance. One of the tasks of IQAC is gathering and analysis of feedback from all stakeholders. Feedback is considered as a demanding point in higher education field. In current higher education system, the process of evaluation and feedback are usually seen as coexisting activities.

We can see in the feedback mechanism that there are two types of stakeholders in higher education. External stakeholders include parents' feedback about college,

employer feedback towards college and alumni feedback. Internal stakeholders include student feedback and faculty feedback. Feedback on curriculum, feedback on faculty, feedback on facilities are includes in student feedback. Collection feedback through online or offline mode from stakeholders. After collecting feedback is Consolidation and summarize by IQAC. The next step for IQAC is to create new strategic or action plan based on feedback from stakeholders. Present the newly formed plan to the college Governing Body. If the new develop plan is approved by the governing body, it should be implemented in the college under the supervision of the principal. Appropriate organization is required to get the deprived result in any work. When the organization is weak, it is not possible to reach the specific goal. Therefore, it is very important to form a feedback committee under the supervision of the principal of the college. The feedback mechanism is highlighted through a diagram.

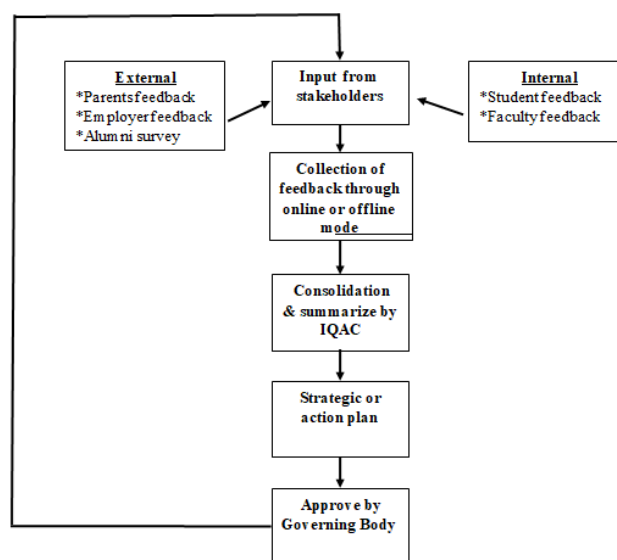


Figure 1: Feedback Mechanism in Higher Education.

Objective of the study

- To specify dimension of student feedback.
- To specify dimension of teacher feedback.

METHODOLOGY

Any research work requires relevant methodology and techniques. The methodology applied in the present study is purely analytical. The study has been developed by exploring and analyzing comprehensively huge qualitative data obtained from both primary and secondary sources. These sources as a whole include then Government's report, periodicals, monograph, newspapers pamphlets, records, both published and unpublished thesis, dissertations, books, journals, educational project reports and other research studies.

RESULTS AND DISCUSSION

Feedback items

Anything that becomes a means of collecting information for your study is called a research tool or a research instrument. Most important part of any research is data collection. Data collection from students is an important part of feedback mechanism. In order to collect the necessary data from college student and faculty, you have to develop appropriate tools. It is difficult to create a set of simple guidelines for supporting feedback tools. Researcher are helping on what items can be included in a feedback tool.

Students' perspective feedback items: College has a far-reaching effect on the student life. They do not forget the sweet memories of college when they enter the career after college education. They are proud of their college life. Students are deeply involved with the college. Students are one of the main components of education. So, they have an idea of the good and bad about college. Students can understand which side of college is good and which side is bad. Since students are the main organ of the college, it is very important to get feedback from them on various issues.

Feedback on the courses: After completing schooling, students are admitted to various courses (like Bachelor in Technology/Engineering, Bachelor of Science, Bachelor of Medicine and Bachelor of Surgery, Bachelor of Commerce, Bachelor of Arts, Bachelor of Arts and Bachelor of Legislative Law, Bachelor of Computer Application, Bachelor of Hotel Management) for higher education or vocational education. It is important to get feedback from students to find out the effectiveness of the course. So, we can use different aspects of the course in feedback tools. Here are different aspects of the course which should be added in feedback tools.

- Examine the appropriateness of the course.
- Developing analytical skills of the course.
- Availability and accessibility of optional subject within the course
- Availability and accessibility of inter disciplinary subject within the course.

All of these aspects enable us to analyse the pros and cons of any course. Therefore, it is highly recommended to have all these aspects in the feedback tool.

Feedback on Teacher: one of the most important components of education is the teacher. His place in the field of education is a guide. He will be successful in teaching as much as he can manage the education system efficiently. The success of the entire education system depends on the ability, sincerity, professionalism and mentality of the teachers. It is possible to evaluate the various aspects of the teacher accurately only if the feedback is taken from the students. It is possible to impart better education by taking feedback from the students about the teacher. Some different aspects of the teacher which should be added in feedback tools.

- **Regularity:** it is necessary to know whether the teacher is coming to the college every day.
- **Punctuality:** it is necessary to know whether the teacher is punctual in her/his classroom.
- **Content clarity & Knowledge:** it is necessary to know that teacher have content clarity & Knowledge in

her/his subject.

- **Communication:** the teacher keeps in touch with the students after the course is over.
- **Guidance and counseling:** it is necessary to know that teacher helps the students to determine the direction of life.
- **Accessibility of teacher:** how much the teacher helps the student after the class or off period?
- **Coverage of syllabus:** it is necessary to know that the teacher covers the syllabus within the time period.
- **Sufficient number of teachers:** Are there a sufficient number of teachers in the college?
- **Teaching method:** how the teacher expresses his speech?
- **Integration of theory and practical classes:** especially in science subjects, the teacher takes integration of theory and practical classes.

Teachers are the equivalent of gurus. In education system, the teacher is the role model for the students. As a result of student feedback, the teacher can understand his own good and bad parts in teaching. So, students' feedback will helpful for every teacher to focus on how to improve the good parts and how to reduce the bad parts teaching.

Library: From the day when people first opened their eyes and saw the light of the Sun, people have gone out in search of knowledge. People have created libraries to preserve that acquired knowledge. The library is a directly active institution of education. In many cases the teacher can't explain the subject matter in detail for a limited period of time. As a result, sometimes the content is not clear to the students. During leisure time, students read multiple books in the library and subjugated the subject. Apart from textbooks, the opportunity to acquire knowledge can be gained from the books on various subjects kept in the library.

- Is availability of material for prescribed readings in library? whether availability of books in the library is satisfactory?
- Is accessibility of books and journals in library?
- Is availability of latest e books and e journals in library?
- Is availability of latest editions book in library?
- Whether the library staff is helpful?
- Whether you are satisfied with the reading room facilities?
- Whether access to the internet is available in the library and within campus?

Infrastructural facilities: In the early days of human civilization, there were no specialized educational institutions. There is no direct system of teaching yet. Education was indirectly bestowal. The immature citizens of the society used to get education through various social programs and reforms like family, religious place, social festivals, fairs, festivals etc. in the case of higher spiritual education, however, somewhere in the Gurugriha, a quiet secluded environment, a very limited number of students were directly educated. With the advancement of reduced civilization came complications in human life. Indirect education has lost its effectiveness; there was a need for a system of direct education teaching. Schools were established and formal teaching arrangements began slowly. In most of the cases, the teaching was done under the trees in the courtyard, in the broken temple, in the backyard of the grand hall, in the

courtyard of the house. Although the system has been around for a long time, it has changed drastically due to various reasons such as cold weather, rainy day and other natural disasters. But in modern times the goal of education, the content and the method, everything has changed today. The purpose of education is no longer to reach a limited and narrow goal. The real purpose of education is now to improve the child's overall development. The content of education has become wide and versatile. Passive conventional teaching methods have been replaced by active and problem-based teaching methods. So, the responsibility has come on top of the schools and colleges. In order to form model schools and colleges, the authorities have to provide standard classroom, playground, furniture and Morden equipment etc. and it is important to get feedback from students to find out if there are any missing of these aspects or how much they have improved,

- The classrooms and furniture available are adequate.
- The toilets are sufficient for faculty and student.
- The buildings and furniture are well maintained.
- The labs are adequately equipped (wherever applicable).
- The infrastructure available in the department is optimally used.
- Washroom cleanliness and maintenance.
- Greenery in the college campus.
- Cleanliness and maintenance of college premises.
- Is there a medical room inside the college?
- Is there any girls common room inside the college?
- Is there a clean drinking water inside the college?
- Toilets; it their adequate number of clean toilets for both boys and girls within the college?
- Does the college have adequate power back up in case of power failure?
- Hostel facilities (only for hostellers)
- Is there any accessibility of computers in college?
- Is there a complaint box for students in college campus?

Institutional Environment: if an educational institution is set up in a suitable environment, the education system can be conducted well. Education is disrupted in a polluted environment. So, Rabindranath Tagore established Visva-Bharati at Santiniketan, far from the hustle and bustle of the city. Rabindranath

Tagore aims to ensure that children grow up in a natural environment and that education is not disrupted. So, the institutional environment plays an important role in education system.

- Whether the college offers peaceful and conducive atmosphere for pursuit of academic interests?
- Whether the college premises are secure in your opinion?

Internal Assessment: With the help of internal assessment, the teacher can evaluate students' performance in regularly. Internal assessment help to identifies students' strengths and weaknesses. Teacher evaluates his teaching through internal assessment. So, the internal assessment plays an important role in education system.

- Is there construct fair internal assessment in college?
- Does it help on your course grade?
- Overall experience with internal assessment if possible.

Co-curriculum: Education is not just about the development of the mind; education touches all aspects of a person's life. Successful education is not just about developing mental strength. There will be a great need to development all aspect of a person's body, emotion, social behaviour etc. The effect of this argument is to emphasize the importance of various aspects like sports, meeting, associations, acting, traveling, daily companions etc.

- Whether you are satisfied with the academic and co-curricular activities undertaken at the college?
- Attitude of college towards extracurricular activities.
- Availability of extracurricular activities in college.

Canteen facilities: The number of colleges in India is not as large as the number of schools. As a result, students come from far and wide to study in college. In college campus, there should have a canteen for students to eat and drink.

- How is the food quality in the college canteen?
- What is the ambience in college canteen?
- How helpful is the support staff in the college canteen?
- What about college canteen facilities?

Game and sports: Game and sports is one of the most important co-curricular activities in education system. Many students may be bad at studying but they are very good in game and sports. Student can showcase their talents in sports. Sports can motivate students. The college should give an opportunity to the students for sports.

- whether opportunities for games and sport activities are available to the student?

- Is there any amenities and assistance provided at the college sports ground?
- What about college sports facilities?
- Is there any annule meet held in the college?

Internet centre: The internet is a global system that allows anyone in the world to have an interconnection with another person. So, nowadays the importance of internet is limitless. We can now study at home and communicate with each other through the internet. So, it is important to have an internet centre in the college.

- Are you able to access NRC (Network resource Centre) as and when you require?
- Are you making use of educational online resources?
- Are the net centre staff co-operative and helpful?
- Does the college have any Wi-fi and internet facility?

Administrative office: Students should contact the administration office for any official work (like form fill up, scholarship, admission etc.) of the college. In that case the students develop a relationship with the staff of the administration office. So, it is very important to get feedback from the students about the administration office.

- Is the college office helpful in administrative matters?
- Are you able to get your documents in a timely manner?
- Is your grievance addressed promptly?
- Did you face any difficulty in payment of fees?
- Are scholarship issues managed to your satisfaction?
- Does the college have placement guidance and career counselling cell?
- What is the relationship of administration office with students in college?
- What is the relationship of council with students in college?
- Is there any availability of recreational facilities?
- What timely grievance are redressal in college?

College website: College website is an important resource for students. From the college website, the students get the information about Notice, Study material, Form fill up etc. the college website is very important to the students. In that case it is important to get feedback from the students about the college website.

- Student can download the feedback form from the college website.
- And submit the same to the office or use the

suggestion box to return the same.

- What study material is available on the college website?
- Others: It is also important to get feedback from students about various college topics.
- Whether the college takes effort in addressing financial needs of poor but meritorious students?
- Whether you are satisfied with photocopying facilities and the cheap store?
- Whether there are active forums (like student's union) to voice the opinion of the student?

Faculty perspective feedback items:

Education is a social process. Through education process, the people in the society are able to change their behaviour in the desired way. A number of components are required to make this education process. One of the main components of education is the faculty. These faculties are called the craftsmen of building people. College life is a very important chapter in the life of a student also an important chapter in the life of the faculty. College is the workplace in the faculty. Here the faculty spends a lot of time in life. The faculty is responsible for the improvement and deterioration of the college. In college we see two types of faculties, one is teaching faculty and another is non-teaching faculty. It is very important to get our feedback from these two types of faculties. Here researcher has reviewed which items should have add in feedback form.

Curriculum design and development: Curriculum epistemology means to cross a certain path to reach a specific goal. Curriculum means a path or a predetermined course of learning. Curriculum is an essential element in the process of keeping education moving. In modern times, the concept of curriculum has been widely accepted. This type of curriculum is never just about school classrooms, it extends beyond the classroom. Curriculum is a combination of experiences that a student gains through general interactions with teachers in the classroom, in library, in laboratory, in playground, in workshop etc. It is important to get feedback from teachers to find out how socially useful and student-cantered the curriculum is.

- Board of studies is taking care to ensure the relevance of the content.
- Employability is given weightage in curriculum design and development.
- I am given enough freedom to contribute my ideas on curriculum design and development.
- Representation from business and industry is helpful in designing and improving the courses.

Feedback on the Institution: Institution is a place of study for students, as well as workplaces for faculty. Faculty members directly or indirectly play a vital role in how the institution can be developed. So, it is important to get feedback from the students as well as

from the faculty about the institution.

- The management is sincerely putting efforts for the development of the institution.
- The head of the institution is accessible.
- The quality initiatives taken up during the last academic year are contributing for improvement.
- The members are given freedom to express their opinions towards better functioning of the office.
- The institutional governance system is effective.
- The infrastructure facilities provided are sufficient for optimum performance.
- There is a healthy work life balance.
- There is good faculty – admin staff rapport.
- Members are encouraged to enhance their skills and knowledge.
- There are sufficient recreation and extension activities.
- Any suggestion.

Teaching-Learning: Learning means acquiring new behaviours or modifying acquired behaviours through effort or practice. Teaching is a teacher-dependent process consisting of a successful combination of information and techniques to help students learning. Teaching and learning are interdependent. The teacher teaches and receives the student's learning. So, it is important to get feedback on learning and teaching from students as well as teachers.

- The admission process adopted by the college is effective.
- Student centered learning resources are available.
- The library is utilized optimally by the faculty.
- The teachers are supported with adequate learning resources.
- The teachers are encouraged to carry out research.
- The teachers are encouraged to organize seminars/ workshops/ symposia/ conferences.
- The teachers are encouraged to participate in seminars/ workshops/symposia/conferences.
- The teachers are encouraged to undertake extension service programme.
- The teachers are encouraged to established linkage with industry.
- The teachers are encouraged to take up consultancy services.

- The examination system followed by the college is effective.
- The evaluation system followed by the college is effective.

Governance: The work of the governing body is very important in running the college. The functions of governing body are to determine the vision of the college, to fix the financial probity and to control and run the college etc. it is very important to get information from the faculty about governance.

- The management is sincerely putting efforts for the development of the institution.
- The head of the institution is accessible.
- The quality initiatives taken up during the last academic year are contributing for improvement.
- The faculty are given freedom to express their opinions and participate in decision making.
- The institutional governance system is effective.

CONCLUSION AND RECOMMENDATION

John Adam referred to education as a two-way process. In one hand there is a teacher in the center and in the other hand there is a student in the center. The teacher is the essential element in this process without teacher, the process becomes inactive. Again, the learning process is not possible without students. So, these two elements are equally important. The teaching-learning method is not successful if the student is inactive in the classroom. So, the teacher could not know how much knowledge the student has acquired. And teacher cannot evaluate themselves about the teaching process. So, getting feedback from students play an important role in learning. Education is a system. Feedback is most important element in any system. Feedback is a return back reaction about any system. Feedback method is the most important and broader concept of management theory. Feedback plays a vital role in higher education system. Feedback is a quality improvement tools for Internal Quality Assurance Cell (IQAC). This paper aims towards helping in feedback tools. It is difficult to create a set of simple guidelines for supporting feedback tools. This paper is study on what items (Especially in Students perspective feedback items and Faculty perspective feedback items) can be included in a feedback tool. Feedback plays an important role in decision making to Internal Quality Assurance Cell (IQAC). Feedback can help IQAC to look at the college weakness aspect. It also looks at how this weakness aspect can be improved. Therefore, it helps to Governing Body in decision making about college various weakness issues. So, feedback an eye to IQAC for identifies strength and weakness of college development.

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