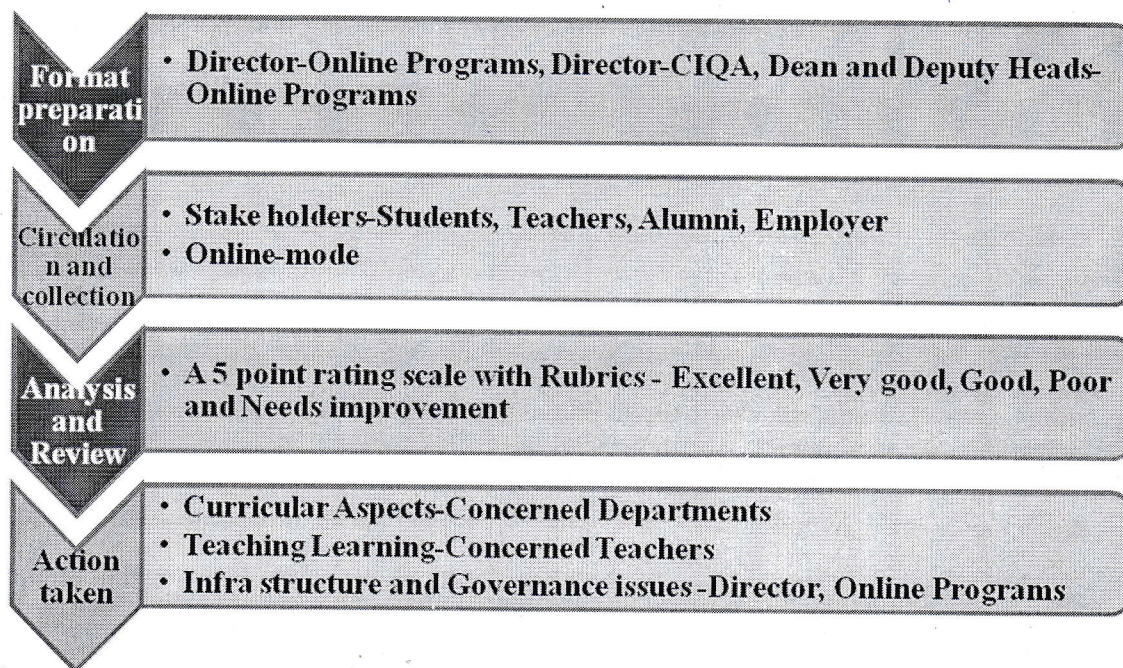




## Centre for Online Programs

### Feedback Mechanism

A continuous improvement based on effective feedback mechanism was adopted ever since the Online Programmes were started. The Centre for Online Programs collects feedback from important stakeholders – Students, Teachers, Alumni, & Employers. This effective feedback mechanism was useful for us to understand the strengths, weaknesses, opportunities and challenges of online programmes.



#### A) Format Preparation

The Director – Centre for Online Programs, Director-CIQA, Dean and Deputy Heads discussed the various aspects of online programmes like Curricular aspects, Teaching Learning, Student Progression, Infrastructure, Examination, Training and skilling activities etc. That brainstorming resulted in the preparation of standard feedback formats.



## **B) Circulation and Collection**

The well structured formats are circulated to our stake holders - the students, teachers, alumni, and employers through online mode using Google forms. Confidentiality is maintained by collecting it through a single e- mail id.

- **Feedback from Learners**

Students are the important stake holders .The various feedback parameters are: the strength of curriculum and syllabus for the knowledge sharing, content delivery by the teachers as well as communication skill exhibited while delivering the content, extent of syllabus covered , quality of LMS, ICT tools used by the teachers as teaching aid, quality of discussion forum, e-content & e-tutorial etc.

- **Feedback from teachers**

Teachers are our knowledge source whose feedback strengthens our learning management system. Need based curriculum and syllabus, balance between theory and experiential learning, freedom for a teacher to adopt new techniques and strategies in teaching, effective contribution towards slow learners and encouraging the students to learn beyond the syllabus are the few parameters through which feedback from teacher is collected for further action.

- **Feedback from Alumni**

Our Alumni is our link to the future, reflects our past and supports us in the present, so we give utmost importance to Alumni feedback. Our Alumni gives us feedback on the quality of education, quality of our learning platform, ICT and innovative teaching strategies adopted, competencies created through our curriculum and syllabus, and adequacy of our skilling initiatives.



- **Feedback from employer**

Online Programs provides opportunity for working professionals to enhance their career growth and also provides job for job seekers. The employers are requested to give a feedback on the skill sets of our students, their job related competencies, and their ability to adapt to new technology, level of interpersonal skills, team performance, enhanced communication skills and value based contribution to the organization.

**C) Analysis and Review**

A 5 point rating scale is used with Rubrics: excellent, very good, good and poor and needs improvement. The feedback is reviewed based on the areas such as curricular aspects, teaching learning, infrastructure, examination, student's progression and administrative issues etc.

**D) Action taken**

The feedback based on curricular aspects is forwarded to the concerned departments for further improvement through their Board of Studies. Regarding teaching learning process, the feedback is put into a brainstorming discussion in the online faculty members meeting for fruitful conclusion. Infrastructure and governing body feedback are brought to the notice of the Director – Online Programs for future action.

Signature

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