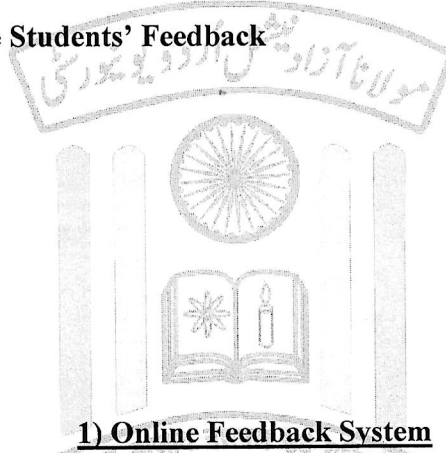


Internal Quality Assurance Cell

Introduction: MANUU Online Feedback System

1. Online Feedback System
2. Approvals in the IQAC Meetings
3. Students' Feedback Form, Questions and the Rationale behind
4. Semester-wise Analysis of the Students' Feedback
5. Online Teachers' Feedback
6. Online Alumni Feedback
7. Employers' Feedback
8. Online Parents' Feedback



1) Online Feedback System

Maulana Azad National Urdu University (MANUU) has introduced Online Student Feedback System from the academic year 2018-2019. The online feedback is made dynamic and is introduced semester wise, in order to be constantly monitoring academic progress of the students, updating the curriculum to match the requirements of the market and stakeholders, apprising the teachers about the impression they have on students in respect to their teaching methodology, and personality and so on. The feedback system is dynamic in a sense that the students can provide feedback any time if they wish, however, it is connected to semesters, so that they provide the feedback on each course and on the teacher who taught that course in every semester of their programme in the months in which the teaching is completed before the semester end examinations. Generally, the examinations are held in MANUU in May and December, hence the students are required to provide the feedback in these months after the completion of their course.

IQAC felt that instead of taking feedback in traditional way, if it is sought online from every student, then the MANUU might be in a position to truly measure the relevance of its curriculum, efficacy of its teaching learning methodology, and inviting new ideas from its primary stakeholders, that is, students. Therefore, when the IQAC had been reconstituted in April-May 2018 in accordance with the NAAC guidelines, the matter of feedback was taken up in the first meeting of the reconstituted IQAC itself. Below are given the extracts of the agenda and minutes in which the Online Feedback system had been discussed and approved by the IQAC.



Gachibowli, Hyderabad, Telangana, India

Phone: 040-23001214-16

Website: www.manuu.edu.in

Registrar

Maulana Azad National Urdu University
Gachibowli, Hyderabad-500 032.

2) Discussion and Approval of Online Feedback System in IQAC Meetings

Minutes of the 1st IQAC Meeting, held on 1st June 2018

'Appropriate feedback mechanism in respect of all the stakeholders must be developed. In this regard it is resolved that the feedback form for students must be displayed on the MANUU Student UMS, and each student who takes any semester or otherwise examination must give the feedback on all the courses/subjects, then only his/her hall ticket shall be generated.

In respect of feedbacks of alumni and parents, it is resolved that they must be attached to the University Convocation application form, which shall necessarily be filled.

With regard to feedback of industrialist/employer, it is resolved that industrialists/employers be made part of statutory bodies like, Board of Studies, School Boards etc. This shall facilitate receiving feedback from them and help the University develop its curricular aspects. Additionally, University Placement Cell is assigned the task of providing and collecting feedback from this category of stakeholders.

The pro forma for all the feed backs shall be developed by the Director IQAC with the help of other members of IQAC or University teachers. It is also recommended that the feedback must be simple and easily analyzable.

It is also resolved that the Centre for Information Technology (CIT) shall help IQAC in all the aspects of developing, uploading, receiving and providing the feedback to IQAC for analysis.

Agenda of the 2nd IQAC Meeting held on 6th July 2018

The IQAC has developed feedback and appraisal formats for different stakeholders, teachers and academician-administrators of the University. These have been sent to the members of IQAC, present in the first meeting of the reconstituted IQAC. The suggestions forwarded by the members have been incorporated in these feedback and appraisals. If approved these shall be digitized, and uploaded on the University portal at appropriate places with the help of CIT, and they shall be operative from August 1, 2018.

The Feedbacks and Appraisals are as follows:

- 1) Student's feedback
- 2) Parent's feedback
- 3) Alumni's feedback
- 4) Employer's feedback
- 5) Teacher's feedback
- 6) Student's Satisfaction Survey (new requirement for 2018-2019 AQAR)
- 7) Academic Profile of the Faculty
- 8) Appraisal of the office of the Head, Department of Studies
- 9) Appraisal of the office of the Dean, School of Studies



Registrar

Minutes of the 2nd IQAC Meeting held on 6th July 2018

The feedback and appraisal formats for different stakeholders, teachers and academician-administrators of the University which have been developed in digitized format using 'Google Form' have been presented 'live' before the IQAC members. IQAC resolved to approve them with the following observations:

1. All the fields of the Format should be in Urdu, English and Hindi.
2. The Director CIT & member IQAC has been requested to refine and upgrade the technical aspects of the feedbacks and appraisals, and develop or adapt them into an in-house module.
3. In respect of teacher's feedback and their academic profile, the VC observed that the appraisal must have teacher's contribution to real teaching in the classroom, and the innovative methods they use in the classroom for teaching and imparting knowledge. Therefore, it has been resolved by IQAC to include such fields in the feedback and appraisal formats.
4. The IQAC noted and resolved when discussing the student feedback about teachers, that not more than two teachers must teach or share any course [paper].
5. The Dean, Academic Affair suggested that if the 'Academic Profile of the Faculty' includes the fields that gather information, according to the Academic Performance Indicator (API) categories, it shall help and facilitate IQAC's task of verification of applications of Career Advancement Schemes (CAS) etc.
6. The Director CIT proposed that he would facilitate the calculation of Impact factor and H-Index by providing appropriate links which help in doing so, in the pro forma of Academic Profile of the Faculty
7. On the observation of the member Alumnus that not enough questions have been devised in Alumni's Feedback, the VC asked the Alumnus to provide the relevant questions to IQAC and directed IQAC to include them in the Feedback.
8. The suggestions made by the members in respect of Feedbacks and Appraisal formats have been noted down to be included before they become operational.
9. The Director proposed that appraisal forms must also be developed for non-teaching section and their heads to assess the quality of their work. The members accepted the proposal and approved the same.

The Action Taken

The first three meetings of reconstituted IQAC had included in their agendas the matter pertaining to Online Feedback Systems for different stakeholders. The Online Feedback from all the students was sought by placing the feedback form on every student's iUMS portal.



3) Students' Feedback Form, Questions and the Rationale behind

The questions asked in the feedback pertaining to every course are as follows:

i) Did you learn the course/paper according to the objective it specified? Yes/no

The rationale behind the question: MANUU has completely adopted Choice Based Credit System, and every course displays its objective, course and learning outcome. Therefore, this question is asked to gather the assessment of the students whether they find the course in line with its objective.

The question has to be answered in Yes and No.

It is thought that if 75% students say 'yes', then the course has met its objective; anything below that requires the department and the teachers to look into the course, improve or revise it to make it as it claims to be.

ii) Do you feel the course/paper will be of any help to you in your career progression (for example, employment or higher studies)? Yes/no

The rationale behind the question: MANUU planned to make every course that it offers in any programme completely relevant to the market/industry needs; and motivational in terms of pursuing it at the advanced/research level in higher studies, wherein it has the potential to make contribution.

This question has to be answered in Yes and No.

Again it is thought that if 75% students say 'yes', then the course has met its relevance, and anything below that requires the department and the teachers who taught the course to revisit it, and revise it so that it can be made more market effective and learning outcome based.

iii) Have you had easy access to the course material (for example in the University Library or in market)? Yes/no

The question is asked keeping the distinctiveness of MANUU in mind. That is, as all the courses in every programme of study, save language programmes, are offered in Urdu, the accessibility of subject material in Urdu particularly in engineering, science and technical subjects is difficult. MANUU has been continuously making all efforts to provide all material in Urdu for all the subjects, through having the books published in these subjects and having the translation done from other languages, yet the issue remains in some course or other.

The answer is again required to be provided in Yes/No.

It was thought that if 90% of the students say 'yes' then the department that offers the course has honoured its imparting of knowledge commitment. Anything less requires earnest efforts from the department/university to fulfil its commitment.

iv) How do you evaluate the teacher who taught you the course? Excellent/Good/Average/Poor





The students are required to assess/grade a teacher bearing in mind the following parameters:

1. Clarity of Concepts of the Subject (Knowledge of the Subject)
2. Effective Presentation of the Subject (Methodology of Teaching)
3. Completion of the Syllabus
4. Communication Skills (in Urdu, except in language subjects)
5. Use of Information and Communication Technology in Class
6. Innovative Teaching Techniques to Impart the Subject
7. Punctuality and Regularity

Excellent, if the teacher possesses at least any six parameters, the first parameter being compulsory.

Good, if the teacher possesses at least any five parameters, the first parameter being compulsory.

Average, if the teacher possesses at least any four parameters, the first parameter being compulsory.

Poor, if the teacher possesses at least any three and less parameters.

Since every teacher is provided, the feedback of the courses that they teach they are required to assess themselves and improve themselves wherever it is required.

v) **Any other comment that you wish to make about your course or teacher or learning resources etc.**

The fifth question is an open-ended question where the students can make any observation pertaining to the course, teacher, learning resources and so on. The students are advised not to make any personal comments.

Since every teacher has access to the feedback of the course that they taught in their iUMS portal, they are required to share their feedback with their heads. All the matters should be discussed and necessary improvements be made in the department's statutory bodies' meetings.

Registrar

Maulana Azad National Urdu University
Gachibowli, Hyderabad-500 032.

Gachibowli, Hyderabad, Telangana, India

Phone: 040-23001214-16

Website: www.manuu.edu.in



4) Semester-wise Analysis of Online Students' Feedback

The Online Student Feedback is presented Teacher-wise, Department-wise, School-wise, College-Wise, and over all of the University. Teachers are individually provided the feedback on their iUMS. The Department-wise, School-wise and Over-all University feedback responses and their analyses in pie-charts are displayed on the University website. (<https://manuu.edu.in/University/IQAC/Documents/feedback-analysis>)

The Feedback Analysis Page displays *Student Feedback on Curriculum, Teaching and Learning*, then the category of feedback in terms of Department, School or Overall University. The period of feedback is displayed in the table in terms of Semester Examination for example, Semester Examination, Dec 2018, which means the course, the examination of which was held in December 2018.

5) Online Teachers' Feedback System


The University developed Teachers Feedback System to receive suggestion and assessment of teachers on curriculum, learning and students progress. The feedback is dynamic, in a sense that the teachers can give feedback at any time for any course that they taught. It is always available on their iUMS portal. Nevertheless, it is also made semester-wise in order to examine the status of the course and seek suggestions from the teachers. The following questions are asked in the Feedback:

- 1 Did you devise the courses that you taught? Yes/no
- 2 Did you cover the entire syllabus in the courses that you taught ? Yes/No
- 3 How do you wish to revise the courses that you taught?
- 4 Which ICT tool or technique did you employ for rendering the courses?
- 5 How do you evaluate the class/students that you taught?
- 6 Any other comment that you wish to make about course content, methodology, students etc.

The first question was asked to find out that in any given semester how many courses are there that are taught by the teachers who devised or co-devised the courses. The second question is about the course coverage. The third question seeks to find out how many teachers want the revision of the syllabus of the courses. The first and third question can be compared and analysed to find out as to how many or what percentage of teachers devised the courses and what percentage of teachers want the courses to be revised and so on, which shall ultimately help the department to improve upon its curriculum.

The first two questions are required to be answered in yes and no. But third, fourth, fifth and sixth questions are open-ended. The responses to these questions are expected to impact the decision making authorities such as Board of Studies and Academic Council etc. in respect of curriculum, and teaching-learning methodologies




Registrar
Maulana Azad National Urdu University
Gachibowli, Hyderabad-500 032.

6) Online Alumni Feedback System

MANUU has started online feedback from the alumni, as their experience provide a real clue to advance University's mission in higher education and set or modify priorities in educational system of imparting education. The alumni were requested through notification on the University website to provide feedback, and they were also sent emails and SMS. All those passed out students who have iUMS portal were asked to provide feedback on their iUMS, as it kept activated for them.

The following questions have been asked from the alumni in their feedback:

1 Did the programme that you pursued in the University help you progress in your career (employment or higher studies)? Yes/No

2 Will you recommend the University to your friends, relatives etc. for pursuing their higher education? Please give your comments below:

3 In which area would you recommend change, for example, curriculum, teaching methodology, facilities etc.? Please give your comments below:

4 Have you progressed to PG/PhD programme after completing the course from this university? If yes, please provide the details below:

- Name of the programme
- Name of the Institution/University

5 Are you employed? If yes, please provide the details below:

- Name of Company/Institution
- Position/Designation
- Address

The first question is required to be answered in yes and no. However, the rest of the questions are open ended. The reason is that the University wanted to have as many suggestions as they can provide for the overall improvement of the University.



Registrar
Maulana Azad National Urdu University
Gachibowli, Hyderabad-500 032.

7) Employers' Feedback System

Considering the indispensability of imparting knowledge and skills that the market and industry require for any students to become a potential employee, MANUU sought the feedback from the employers of its alumni. The following questions were asked from the employers:

1. Are the students of Maulana Azad National Urdu University that you employed carrying out the duties assigned to them according to your satisfaction?

Yes/no

2. What aspects of education do you think should be imparted to the students in addition to the courses they study?

3. What will you recommend to improve the quality of students so that they can be relevant to the market and can become easily employable?

4. Any other suggestion...

The employers were sent the Google Form through the Alumni and were requested to provide the feedback. In some cases it appeared that the alumni themselves have responded on behalf of their employees.

8) Online Parent's Feedback System

The University has started taking the Online Feedback of Parents as well. The students' parents are asked to provide feedback of the previous years, therefore in the feedback analysis, the years are given from 2014 to 2020. They are contacted through the students' iUMS portals. The University had notified the feedback through its website.

The participation of the parents is very low. The following questions are asked from the parents:

1 Has your son/daughter learnt the courses according to your expectation? Yes/No

2 Has your son/daughter got the job after completing the programme? Yes/No

3 Has your son/daughter got admission into higher studies after completing the programme?

4 What aspect of education do you think should be taught to your son/daughter in addition to the courses he/she studied?

The first three questions are required to be answered in Yes/No, and the fourth question is an open-ended question.




Registrar
Maulana Azad National Urdu University
Gachibowli, Hyderabad-500 032.