

Feedback Mechanism for ODL In SRM Institute of Science and Technology

Feedback Mechanism is an essential part of Learner Support Services in SRM IST and it ensures effective delivery, good performance and imparting quality education. It allows the institution to gather valuable insights from various stakeholders and continuously improve its performance. The primary objective of the Feedback Mechanism is to assess the institution's capability in delivering quality education. It aims to identify areas of improvement, recognize strengths, and enhance overall institutional performance.

Feedback Collection Mechanism:

- Formulate a well-designed feedback system.
- Systematically collect feedback from all stakeholders.
- Review and analyse the collected feedback.
- Prepare an action plan to address any areas that do not meet standards.
- Initiate actions for quality improvement.

Process:

1. Faculty Feedback form: this feedback form is collected at the beginning of the semester after two to three sessions are over. This is to get feedback of the teachers and assess the requirement of the learners.
2. Overall feedback form: this feedback form is collected at the end of the semester but before the semester exam starts. This is to get the overall feedback of the process and identify lacuna in any area of support services, academic delivery and overall performance of the institution.

CIQA

The Centre for Internal Quality Assurance collects and compiles the feedback and the analysis involves aggregating responses, identifying trends, and comparing results over time. Based on the analysis specific actions are taken

Modes of obtaining feedback:

1. Automated interactive voice response system
2. Call centre
3. Online Help Desk
4. Social media
5. Chat Box
6. E-mail Support
7. Teleconferencing
8. Web-conferencing
9. Learner Services Centre/ Inquiry Counter
10. Postal communication

