GUIDELINES FOR STAKEHOLDERS FEEDBACK

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Guidelines for Stakeholders Feedback

Swami Rama Himalayan University embraces a robust and multi-tiered feedback ecosystem that reflects its unwavering commitment to academic excellence and holistic growth. Feedback is thoughtfully gathered from a diverse range of stakeholders including students, faculty, alumni, employers, and professionals through verbal interactions, structured formats, online portals, and academic/administrative audits. Spanning mid-semester assessments, curriculum reviews, teaching-learning evaluations, end-of-program reflections, and event feedback, this rich tapestry of insights is meticulously analysed by IQAC. The findings are deliberated at various academic forums HoDs, Principals/ Deans, Boards of Studies, and the Academic Council ensuring that every voice contributes to meaningful change. Through this dynamic, closed-loop system, SRHU continuously refines its programs to stay attuned to emerging trends, societal needs, and the aspirations of its learners, cultivating an educational environment that is both progressive and profoundly responsive.

1. Objectives

To establish a transparent, participatory, and structured approach to collecting, analyzing, and utilizing feedback from stakeholders for continuous quality enhancement in academic, administrative, and support services at SRHU.

Specific Objectives include:

A. To systematically gather feedback from all relevant stakeholders including students, faculty, alumni, employers, and professionals /industry experts.

B. To promote data-driven decision-making for academic and institutional improvement.

C. To identify gaps and areas of enhancement in curriculum, teaching-learning processes, infrastructure, and support services.

D. To ensure accountability, responsiveness, and transparency in feedback implementation.

E. To fulfil the requirements of accreditation and ranking agencies like NAAC, NIRF, QS etc.

F. To promote a culture of continuous quality enhancement and stakeholder engagement.

G. To provide a framework for documentation and analysis of feedback for institutional records.

2. Scope

It covers all feedback processes across:

A. Academic Programs

B. Teaching-Learning Practices

C. Administrative Services

D. Infrastructure & Support Systems

E. Events and Co-curricular Activities

3. Stakeholders Involved

A. Feedback Providers:

- Students
- Faculty
- Alumni
- Employers
- Professionals /Industry Experts / Parents

B. Responsible Units:

- IQAC
- Academic Departments
- Clubs and Societies /Event/Cell Coordinators
- ERP -Data Management Cell

4. Types of Feedback & Collection Mechanism

Feedback Type	Collected By	Input Stakeholders	Analysis By	Action By	Frequency
Curriculum Feedback	Academic Units	Student, Faculty, Alumni, Employers, Professionals	Academic Units	Dean / Principal	Biannual /Annual

Teaching-Learning Feedback	IQAC	Students	Academic Units	Dean / Principal	Biannual /Annual
Program and course exit Feedback	Academic Units	Final Year / Outgoing Students	Academic Units	BoS Chairperson / Principal / Dean	Biannual /Annual
Club / Event Feedback	Club /Event Coordinators	Participants	Coordinators	Club Chairperson	After every event
Academic/ Administrative Audit	IQAC	Academic Units	IQAC	IQAC through Academic Units	Annually

5. Feedback Process Flow

1. **Designing of Feedback Survey Forms by IQAC Team**

   The survey forms will be designed considering the requirements of various Quality Assurance Agencies like NAAC, QS, NMC etc.

2. **Circulation of Stakeholders Feedback Forms**

   IQAC office will circulate stakeholders feedback links via multiple platforms like Google forms or ERP for regular feedback.

3. **Feedback Data Compilation and its Analysis**

   All responses stored in centralized feedback system will be analysed by AU-QAC with support of IQAC team.

4. **Feedback Reporting**

The detailed analysis reports with proposed Action Taken Report will be shared by all Academic Units with IQAC for further action. The same report will be put-up after review in the IQAC meeting, AC, BOM, and BOG.

5. **Implementation of ATR as approved by the Management**

All the concerned Academic Units shall implement the same for fulfilling the gaps for improvement in the Quality.

6. **Review of ATR for Continuous Improvement**

The ATR shall be regularly reviewed in IQAC meetings.

6. Feedback Flow Chart

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Stakeholder          Feedback          Data Collection &     Feedback Analysis
Feedback form   →    Submission   →    Entry            →
circulation                                                         │
                                                                    ↓
Action Plan     ←    Departmental  ←   Submission to    ←   Report Generation
Formation            Discussion        Authorities
    │
    ↓
Action          →    Action Taken  →   IQAC Review &    →   Feedback to
Implementation       Report             Documentation        Stakeholders
                     (ATR)
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