



St. Xavier's College Jaipur

(Affiliated to the University of Rajasthan, Jaipur)
Accredited with A Grade by NAAC (First Cycle, 2024)
An ISO 14001:2015 Certified Institution



Internal Quality Assurance Cell (IQAC)

Feedback Mechanism: Process & Guidelines

The Internal Quality Assurance Cell (IQAC) of St. Xavier's College Jaipur facilitates a systematic, transparent, and data-driven **Feedback Mechanism** involving all major stakeholders—students, faculty, parents, and alumni. This mechanism supports continuous quality enhancement in academics, infrastructure, teaching-learning, and institutional governance.

This document outlines the **purpose**, **types of feedback**, and the **step-by-step procedure** for completing feedback forms on the College Website or in the ERP.

1. Objectives of the Feedback Mechanism

- To monitor and enhance academic quality and institutional performance.
- To engage stakeholders in participatory decision-making.
- To identify strengths and areas of improvement in teaching, learning, and infrastructure.
- To implement corrective actions and track quality indicators as per NAAC/IQAC guidelines.
- To maintain transparency and accountability through structured review processes.

2. Types of Feedback Conducted by the College

The following feedbacks are collected annually/semester-wise as scheduled by IQAC:

2.1 Academic Ambience & Infrastructure Feedback (Students)

Focus Areas: Curriculum, physical infrastructure, library facilities, ICT resources, cleanliness, safety, administrative support, campus ambience.

2.2 Teaching–Learning Feedback (Students → Faculty)

Focus Areas: Course delivery, teacher preparedness, pedagogy, mentoring support, evaluation methods, learning resources, and timely completion of syllabus.

2.3 Peer Feedback (Faculty → Faculty)

Focus Areas: Professional competence, teaching methodology, classroom engagement, research contributions, collegiality, and institutional involvement.

2.4 Feedback from Parents

Focus Areas: Academic progress of wards, communication with college, support services, campus environment, and expectations from the institution.



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2.5 Feedback from Alumni

Focus Areas: Curriculum relevance, graduate attributes, employability skills, college support during study years, campus experience, and suggestions for improvement.

3. General Structure of Feedback Forms

All feedback forms include:

- **Stakeholder details** (auto-filled wherever possible through ERP)
- **Rating-based questions** (Likert scale)
- **Open-ended suggestions**
- **Optional comments** for qualitative assessment
- **Submission acknowledgement**

All responses remain confidential and are used strictly for academic quality enhancement.

4. Platform for Feedback Submission

Feedback is collected through any of the following:

4.1 College ERP (Preferred)

Accessible via:

- ERP Student Portal
- ERP Faculty Portal
- ERP Parent Login (to be completed)
- ERP Alumni Login (to be completed)

4.2 College Website/ Google Form

A dedicated feedback link is provided under “**IQAC → Feedback System**” for students, faculty, and external stakeholders (Parents and Alumni). Alternatively, a hard-copy questionnaire is provided to stakeholders whenever required.

5. Step-by-Step Procedure to Fill Feedback Forms

5.1 For Students

A. Academic Ambience & Infrastructure Feedback

1. **Login** to the ERP/Google Form using student credentials/dummy email.
2. Navigate to **Feedback → Academic Ambience & Infrastructure**.
3. Read the instructions displayed at the top of the form.



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4. Rate each item on the scale (1–5).
5. Provide comments in the “Suggestions” section.
6. Click Submit.
7. A confirmation message appears; students may download/print their submission.

B. Teaching–Learning Feedback

1. Login to ERP/ Google Form.
2. Go to **Feedback** → **Teaching & Learning Feedback**.
3. Select the **semester/class** and **course/teacher**.
4. Answer all rating questions honestly.
5. Submit the form to complete the process.

5.2 For Faculty (Peer Feedback)

1. Login to **Faculty ERP portal/Google Form**.
2. Navigate to **IQAC** → **Peer Feedback**.
3. Select the faculty member assigned for peer review.
4. Evaluate using the rating scale and optional qualitative remarks.
5. Submit the feedback; acknowledgement appears on screen.
6. Responses remain confidential and accessible only to Management.

5.3 For Parents (Through Website or ERP Parent Login)

Using Parent ERP Login/ Google Form/Hard copy in College

1. Login using Parent ID and password.
2. Select **Feedback** → **Parent Feedback**.
3. Review the pre-filled details of the student.
4. Complete rating items and provide suggestions.
5. Submit the form.

Using College Website (For external access)

1. Visit **IQAC** → **Feedback System** → <https://sxcjpr.edu.in/feedback-system/>
2. Select **Parent Feedback Form**.
3. Enter Parent Name, Student Enrollment No., Programme & Year.
4. Complete the feedback questions.



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5. Submit the form and receive an acknowledgement.

5.4 For Alumni (Through Website or ERP, depending on availability)

Steps:

1. Visit **College Website** → **IQAC** → **Feedback System** or login to Alumni ERP.
2. Select **Alumni Feedback**.
3. Enter/verify details: Name, Batch, Programme, Current Profession.
4. Rate the statements and add descriptive suggestions.
5. Submit the form; a thank-you message appears.

6. Workflow of the Feedback Mechanism

The overall operation of the Feedback Mechanism managed by IQAC follows the cycle below:

Step 1: Scheduling & Notification

- IQAC schedules the feedback cycle for each academic term.
- Notifications sent via ERP, college website, email, and notice boards.

Step 2: Activation of Online Feedback Forms

- ERP team enables the respective feedback forms for the identified stakeholder groups.
- Forms remain active for a defined window (e.g., two weeks).

Step 3: Collection of Responses

- Stakeholders fill the forms as per the procedure above.
- ERP records submissions and auto-generates response data.

Step 4: Data Compilation & Analysis

- ERP exports the raw data to Coordinator, IQAC.
- Coordinator, IQAC analyses quantitative scores and qualitative responses.
- Department-wise and criterion-wise reports are generated.

Step 5: Preparation of Feedback Reports

- IQAC prepares:
 - **Student Feedback Report (Academic Ambience & Infrastructure)**
 - **Teaching–Learning Feedback Report**
 - **Peer Feedback Consolidated Report**
 - **Parent Feedback Report**



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- **Alumni Feedback Report**

- Graphs, charts, scores, and key themes are included.

Step 6: Action Taken Report (ATR)

- IQAC shares the consolidated findings with:
 - Principal
 - Vice-Principal
 - Deans & Heads (if required)
- IQAC and concerned departments prepare their **Action Taken Reports**.
- ATR is uploaded on the college website under *IQAC* → *Feedback & ATR*.

Step 7: Review & Continuous Improvement

- Management and the IQAC review the implementation of actions.
- Improvements are incorporated into:
 - Curriculum delivery
 - Infrastructure development
 - Student support services
 - Faculty development programmes
- Feedback cycles continue annually.

7. Confidentiality & Ethical Standards

- All responses are anonymous unless identification is required for validation.
- Data is stored securely in ERP.
- Feedback is used solely for quality improvement and NAAC-compliance processes.
- IQAC ensures non-disclosure of individual remarks or sensitive data.

8. Contact for Feedback Support

Internal Quality Assurance Cell (IQAC)

St. Xavier's College, Jaipur

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