



Mahatma Education Society's
Pillai HOC College of Engineering and Technology,
Rasayani

1.4.2 Feedback Process of the Institute

The institute has a Well-structured feedback system in place for continuous improvement of the system and obtains feedback in the structured formats from all the stakeholders. Feedback from all the stakeholder's employer, alumni, students, parents, and teachers are conducted through various direct and indirect modes like parent teacher meeting, faculty meeting, alumni meet, students project presentations, and during classroom learning etc. A Well-structured feedback system from all stakeholders is maintained to identify these values added training programs. Student feedback mechanisms are used to improve the teaching-learning process and to maximize student satisfaction in the course. Interaction Session of parents with CCs and teachers is arranged in every semester and feedback is taken from parents to improve the process further. The evaluated class tests answer sheets, assignments and projects are shared with the students and feedback is given by the faculty for further improvement of student's performance.

The number of experienced faculty contributing to syllabus revision for the Mumbai University has increased significantly. There has been direct and active involvement of our faculty members in the latest syllabus revision committee. Our faculty also participates in the orientation program of the new subject designed at the University level helps to ensure that feedback pertaining to curriculum is directly conveyed and necessary changes made to the syllabus as per the needs of the industry.

Suggestion boxes are made available in the campus to collect any kind of issues and grievances from students, staff and faculty. The grievance redressal form is also available on the Institute website.

Link: <https://phcet.ac.in/feedback/>

Feedback process of the Institution:

Stakeholders and Particulars of Feedback	Modes of feedback conduction	Dissemination Process	Action Taken
Teaching and Learning	Course exit survey, Faculty feedback on course Alumni feedback Program exit survey Student	The students give semester-wise feedback for all courses taught to them. Following are the parameters of assessment from students about overall academics: Syllabus coverage Satisfaction about teaching methodology Teacher's approachability towards students Teacher's ability to teach subject and control the class	Student Feedback is discussed with concerned faculty by Feedback Dissemination Team. Corrective actions are taken if required by faculty and department. Critical cases if any are informed to Principal. Corrective measures are taken by the

	feedback on courses Event feedback	Organization of lectures Use of modern tools of teaching pedagogy	team for improvisation of feedback and is subsequently
Syllabus	Faculty feedback on syllabus, SIG Meeting, DAB Meeting, Orientation Program of the university Syllabus revision meeting,	Each department conducts the Course Exit Survey and Programme Exit Survey to assess the attainment of all the Courses and Programme. The faculty members identify the gaps in the curriculum through various review meetings like special interest group in the department and in the orientation programs. This helps to ensure that feedback pertaining to curriculum is directly conveyed.	The faculty members identify the gaps in the curriculum through feedback taken from various stakeholders and strive to bridge these gaps through initiatives like Project Based Learning (PBL), online courses, minor and major projects, course assignments, talks by peers from other institutes, Industry experts, industrial visits, Internships, etc. Value added courses/certificate course are also conducted. Participation in hackathons and business plan competitions is encouraged and support is provided for the same.
Alumni	Alumni feedback	Alumni Feedback is conducted whenever alumni meet is organised in the Institute during the academic year. The Feedback from Alumni is drawn on evaluation of subject knowledge of the program, level of meeting expectation, progress of Alumni in career after graduation, impact of training, motivation at Institute, Social Skills, ability to take decisions, ability to manage finances and presentation skills at the workplace.	At departmental level Faculty feedback dissemination team comprising of HOD and Senior faculty discuss the feedback and suggestions are given if required. It conveyed necessary changes made to the syllabus as per the needs of the industry During the syllabus revision and orientation programs

Parents	Parent teacher meeting	Parents feedback is taken during parent-teacher meet organised in each semester. Interaction Session of parents with CCs and teachers is arranged in every semester and feedback is collected from parents. Students' progress and performance is communicated time to time to parents by CCs and Mentors.	Parents provide feedback about various department initiatives in PTM. A provision to submit feedback anytime from anywhere is also provided on PHCET website. The same is discussed in faculty meetings and is addressed by modifying the teaching learning process, conduction of remedial lectures, study workshops etc. as and when required.
Teacher	Teacher feedback on courses	Subject teacher discusses with head and senior faculty about course contents to identify the gap in the syllabus. Previous year results, feedback and course attainment is also considered for discussion	Many faculty members are part of the syllabus revision committee formed by University of Mumbai. Feedback on courses, modifications required in curriculum and need to introduce additional courses etc is communicated in syllabus meetings
Library	Student feedback, Alumni feedback, Parent feedback	Feedback about Library facility is collected from students, alumni and parents through the feedback portal, Alumni meet parent teacher meet.	The feedback received is discussed with members of Library Committee and Heads and accordingly actions are taken wherever required.
Employer	Employer feedback	Employer's feedback highlights evaluation parameters in the form of subject knowledge, attitude, behaviour, regularity, punctuality, maturity, motivation, creativity, presentation skills and ability to get along with others.	The analysis of this feedback helps the Institute to know whether required skillset is observed in students or not. Accordingly, skill programs and value add courses and training sessions are conducted. It also helps in determining overall employability of students at various levels.

Facility	Student feedback, Alumni feedback, Parent feedback	Feedback on facility is also taken in order to improve the work atmosphere and for betterment of the Institute. Students give feedback for Infrastructure & facilities, Administration processes, Library, Laboratories, Canteen services, Bus facility, and teaching aids etc.	Feedback on infrastructure and other facilities is discussed with Heads, Principal, and higher authorities and corrective actions are taken if required.
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