



## 1.4. STAKEHOLDER INTERACTION PROCESS

### 1. STUDENT

- 1.1. Staff Appraisal
- 1.2. Class Committee Meeting
- 1.3. Quality Circle Meeting
- 1.4. Grievances Redressal Cell  
(Online, Offline)
- 1.5. Exit Survey
- 1.6. SSS

### 2. ALUMNI

- 2.1. Alumni Meet
- 2.2. KCE Visit
- 2.3. Social Media  
Interactions

### 3. PARENTS

- 3.1. PTA Meeting
- 3.2. KCE Visit

### 4. INDUSTRIALISTS

- 4.1. Recruiter
- 4.2. Employers

### 5. ACADEMICIANS

- 5.1. Programme Advisory  
Committee (PAC) –  
Peer Review
- 5.2. KCE Visit

## STAKEHOLDER INTERACTION

Institute is committed to establish and maintain effective feedback system with all stakeholders. Feedback system of the institute is open for all internal and external stakeholders. Stakeholder engagement usually involves communicating with all stakeholders to identify effectiveness of relevant processes. Stakeholder feedback are collected, analyzed, reviewed and suitable actions are taken towards advancements. Analysis reports are appropriately factored into the change management process.

Feedback system aims at the following:

- feedback can be provided by individuals on their initiative or in response to requests by the institute;
- feedback processes will be systematic, rigorous and respectful of the rights of students, staff and other stakeholders;
- feedback responses will be considered and, where appropriate, enacted in a timely manner;

### **Student**

Students' feedback regarding educational practices & facilities is a base to make improvements in the existing system after reviewing and analyzing it carefully. Student's feedback questionnaire is focused on the quality of the course content, pedagogy, learning material, views about theory/practical courses, and services extended to them by the institute. The survey is opened to the students twice a year to express their feedback/suggestions. This feedback is analyzed and shared with the concerned department. The appropriate suggestions are put forward to during SCM for implementation. Based on the feedback, valuable changes are recommended by head of the institution. Student representations are made during Class Committee meeting held thrice a semester. Academics, facilities, student support activities suggestions and requirements are represented. Overall representations are analyzed at department level and reports are presented during SCM. Suitable follow-up action are made. Quality Circle Meetings are organized twice a year. Representations made during the meeting are also presented during SCM and followup actions are taken. Grievance Redressal cell operates to understand student issues. Periodical reports are prepared and reviewed. Surveys are also conducted to receive student feedback, suggestions regarding all academic matters. Online grievances reporting facility is also available at institute website.

### **Alumni**

Alumni feedback on industry trends and their expectations help us to plan academic practices and programmes to meet global trends. Alumni also visits the institution for sharing their experiences among their juniors for better career planning. Alumni gives representations regarding curriculum practices.

**Staff**

Feedback from Staff members are collected yearly once. Staff role based support system, individual progression made are appraised. Representations made are valued.

**Parents**

PTA meetings are organized twice a year. Regular Parent-Teachers meetings keep the channels open to voice views. Parents view on academic practices, support system, enrichment initiatives and facilities are recorded at feedback form during the meeting. Feedback are analyzed and suitable actions are taken for the representations.

**Employers / Industry**

Feedback from recruiters are taken at the end of each campus placement drives. Interactions with the industry personnel/ employers are also made. T&P Cell and Industry personnel also state the demand in the industry. Such interactions are briefed during SCM, based on the recommendations programmes are also arranged for betterment.

**Academic peers**

Consistent interaction with experts of reputed National Level , State level institutions also help us to plan our initiatives. PAC external experts review is made yearly once. Reports are reviewed and presented at SCM. Followup actions are taken towards the representations made by the expert.