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*Approved by Pharmacy Council of India, New Delhi and Affiliated to Kerala University of Health Sciences, Thrissur*

## **STAKEHOLDER FEEDBACK POLICY**

Devaki Amma Memorial College of Pharmacy is always keen to provide quality education and good ambience. To achieve this, our institution has implemented a feedback mechanism that takes suggestions from various stakeholders such as students, teachers, employers and alumni for every academic year. The feedback forms are circulated to all the stakeholders and collected the filled-in feedback forms from all feedback mechanism is detailed below. After feedback collection, analyses of the feedback and valuable suggestions given were considered, necessary actions were executed and submitted the action taken report to the appropriate bodies.

### **FEEDBACK MECHANISM**

The below process will be followed every academic year collection of feedback and analysis.

Feedback collected from the stakeholders,

- Students
- Teachers
- Employers
- Alumni
- ❖ Every year all stakeholder questionnaires will be updated and got approved through proper channels
- ❖ Feedback forms with curriculum based and ambience-based questionnaires are created and circulated as hard copies
- ❖ A specific timeline has been allotted for the process



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- ❖ The stakeholders are asked to fill the questions and they are required to give the remarks like excellent, good, fair and poor. For each question, a target has been set like 80% which are considered excellent and very good
- ❖ The feedback collected from the stakeholders is consolidated and analyzed. Department wise and stakeholders wise analysis reports have been generated and reviewed in the department meeting along with department IQAC coordinator and come out with necessary actions.

Feedback Process	Remarks
Feedback collection	Applicable to all courses and collected by disturbing forms.
Feedback receiver	Head of the departments
Frequency of the collection	Once in a year
Metrics used for calculation	4-Excellent, 3-Good, 2-Fair, 1-Poor
Target	80% Excellent and Very Good
Action taken/corrective measures taken	Below 80% and suggestions provided in comments



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## **EXECUTION OF ACTION/CORRECTIVE MEASURES TAKEN:**

- A special committee was formed to plan the road map and execute the action proposed by IQAC
- Training conducted to enhance students' knowledge in trending technologies
- All departments conducted works with hands-on training for the development of students
- Communication skill and interpersonal skills training were conducted to improve their soft skills
- Based on the feedback received from stakeholders, suggestions and requisition letters communicated to KTU
- The IEDC cell of the college has been created to conduct various entrepreneurship and startup activities to encourage student startups
- All departments arranged industrial visits to get exposure on real time applications and work environments
- All action taken is documented. At the end of the academic year analysis report band action taken report are made available on the website.



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