



छत्रपति शाहू जी महाराज विश्वविद्यालय, कानपुर

CHHATRAPATI SHAHU JI MAHARAJ UNIVERSITY, KANPUR

राष्ट्रीय मूल्यांकन एवं प्रत्यायन परिषद द्वारा A++ ग्रेड प्राप्त एवं यू.जी.सी. श्रेणी-। विश्वविद्यालय
(पूर्ववर्ती कानपुर विश्वविद्यालय, कानपुर)
(Formerly Kanpur University Kanpur-208024)



Feedback Mechanism Policy

1. Objective

The objective of this policy is to establish a structured and transparent feedback mechanism for the design, development, delivery, and continuous evaluation of programmes under the Open and Distance Learning (ODL) mode. The feedback process serves as an essential quality assurance tool to enhance academic standards, bridge gaps in teaching-learning practices, and ensure learner satisfaction.

2. Scope

This policy applies to:

- All ODL programmes offered by CDOE, CSJMU.
- All learners enrolled under ODL programmes.
- Faculty members, academic counsellors, evaluators, and other stakeholders involved in programme delivery and assessment.
- Support services and administrative processes integral to the ODL system.

3. Stakeholders

The feedback mechanism involves contributions from the following stakeholders:

- Learners:** On curriculum, learning material, teaching support, and assessment methods.
- Faculty and Academic Counsellors:** On curriculum adequacy, instructional design, and delivery challenges.
- Alumni:** On employability, skill relevance, and applicability of knowledge.
- Administrative Staff:** On efficiency of learner support services and examination processes.

4. Mechanism of Feedback Collection

Feedback shall be collected systematically through multiple channels to ensure inclusivity and comprehensiveness:

- Online Feedback Forms & Surveys** – Conducted semester-wise to assess learner satisfaction on content, delivery, and evaluation.
- Structured Questionnaires** – Distributed after Personal Contact Programmes (PCPs), online sessions, and examinations.
- Grievance Redressal Portals & Suggestion Boxes** – Available for continuous feedback.
- Faculty Workshops and Review Meetings** – For internal feedback on curriculum design and evaluation processes.
- Alumni Surveys** – To gather insights on long-term effectiveness and employability aspects of programmes.



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5. Evaluation and Action Process

- Feedback collected shall be compiled, analyzed, and documented by the Quality Assurance Cell (QAC) of CDOE.
- Reports shall be forwarded to the Programme Coordinators, Board of Studies, and Examination Cell for review.
- Actionable measures may include:
 - Updating and revising Self-Learning Material (SLM).
 - Strengthening learner support services (academic counseling, library, ICT support).
 - Redesigning assignments, examinations, and assessment methods.
 - Introducing innovative teaching-learning tools.
- Implementation progress shall be monitored through periodic review meetings.

6. Quality Monitoring

The Internal Quality Assurance Cell (IQAC) of CSJMU will oversee the effective implementation of this policy. Regular audits and monitoring mechanisms will ensure that feedback is addressed in a timely and constructive manner, thereby enhancing the credibility and quality of ODL programmes.

The feedback mechanism policy of CDOE, Chhatrapati Shahu Ji Maharaj University, Kanpur, is an integral part of its transactional design in ODL programmes. By systematically integrating feedback from learners, faculty, alumni, and other stakeholders, the University ensures continuous improvement, maintains academic standards, and delivers learner-centric education of the highest quality.

(Prof. Sandeep Kumar Singh)

Director

Centre for Distance and Online Education