

Philosophical understandings about Students' Feedback (July 2018)

A process (system) can be run in open loop OR closed loop. In open loop we do not get the judgment of error in the process and desired results may not be achieved. In closed loop system the process can be controlled by measuring the error and minimizing the error while the process is ongoing, and at the end of process the output of process will be maximum with minimum error.

We are in teaching learning process and, the teachers teach students by engaging about 40 to 50 lecture hours in a span of 3 months.

A: The expectations of students from teachers

1. All classes (Theory/Practical) must get engaged by teachers.
2. All teachers should complete the syllabus well within time
3. All teachers must teach in such a manner that an average student should understand the teaching of a teacher.
4. Teacher should be friendly with students, should not react based on feedback.
5. Teacher should not do any partiality between students
6. Teacher should not take revenge on students in examinations
7. Teacher should explain the concept properly.
8. Voice throw should be sufficient to reach last bench easily.
9. Hand-writing/ diagrams on board should be readable from last bench.
10. Teachers should solve sufficient number of examples in the class.
11. Sometimes teacher should be humors (cutting jokes) in the class/ instead of monotones, boring lectures.
12. Teacher should give notes/tips for theory/ practical examinations.
13. Teacher should also facilitate the overall development of student's personality to facilitate placement activity.
14. Teacher should be interactive with the students in class/ practical, entertain questions from students.
15. Teacher should be like a local guardian/ mentor.

B: The expectations of Management/ Principal/ HoD from teachers

1. A student must be happy with all above said points, say 1 to 15.
2. Not a single lecture/ practical should be missed by Teachers irrespective of who is on leave
3. The attendance of students in Theory/ Practical classes should be more than 95%, even 100%, on all working days.
4. Faculty should work hand in hand and see that 100% university result and 100% placement is achieved.
5. To achieve above said objective points, there has to be rigorous & effective teaching – learning process.
6. All students will attend 100% theory/ practical classes if and only if, there is an effectiveness of a teacher in the class/ practical.
7. The future of any Institute depends on mouth to mouth publicity from student/ parents (as they are the brand ambassadors of our Institute). **[and they do so, only if they get (a). Excellent teaching in classes (b). Good university results (c). Good placements (d) Friendly behavior from teachers] P.T.O**

To achieve all above said objectives, feedback from students is one tool, irrespective of whether it is online/ offline and who takes it. Only what matters is what is being asked and how it is being analyzed. Also it matters what is being looked into, or how it is taken (positively or what).

C: Understandings required amongst teachers...

1. It is expected that throughout the semester the students are in class/ practical, hence feedback should be taken randomly at any time and the number of students present will reflect the average attendance of students at any given point of time (ideally it should be more than 95%).
2. Generally the first feedback is taken after 3-4 weeks of teaching and which helps the Faculty to improve upon if any drawbacks in them. The second one is taken just 2-3 weeks before the end of semester and which helps the Faculty to improve for next semester. Also the second feedback helps the administrator (Principal/HoD) to decide the effectiveness of a Faculty and taking corrective/ disciplinary actions on Faculty if required.
3. If PI is less, then only two conclusions can be drawn, either the teaching is not accepted by the students or the average number of students attending classes is less (other way it says teaching is not accepted by students). In case the attendance is not good on the day of feedback, (in spite of giving opportunity to call the students on any day of convenience to dept.) it reflects the poor performance of the teachers, and the dept. is unable to attract the students by way of good practices of teaching-learning.
4. If **65** is class strength declared by HoD, then on an average 60 to 65 students, are expected in class/ practical on any working day irrespective of whether it is FE class of BE class. If **10** students are provisionally admitted and if they are not regular in attending classes, then HoD should declare **55** as class strength. Allow only these **55** students on the day of feedback.
5. The present online feedback system and its questionnaires are so designed that it reflects the effectiveness of teaching learning process. Online system makes it more students' friendly and quick analysis of entire campus in short span of time.
6. If one is just interested to find out the loopholes and get your PI higher will not help to both, the institute and teacher. Instead get the expert help in analyzing the feedback, get it better next time. For example, if the PI for voice throw/ quality is low, then one has to improve it, or use classroom loudspeaker/amplifier. If students say concepts are not properly explained, then one has to go to class with more preparation. See that the 3 to 5 lowest scored questions out of 10 questions are to be addressed every time and should be attempted to improve, so that the PI will improve automatically. Also every teacher should take care that all students are present at the time of taking feedback.
7. The comments/ suggestions made by students should be read between the lines, and not to be taken word to word. Even if a student attends only one or two classes and makes adverse comments (difficult to say so) on a teacher, then it is not the fault of a student. It reflects that the teacher is unable to fetch such students in their classes or enough attention is not given to such student. With proper counseling such students can be made good students.
8. A question always remain in the minds of teacher that why the students who are not attending classes are allowed to give feedback? The answer is simple, that either the student must have attended few lectures and not understood or the students is getting feedback from other students who are regularly attending, and wanted to add-up to the total feedback, hence we allow any students who wants to submit the feedback irrespective of their attendance in the class.
9. Many more philosophical reasons can be given, but difficult to put it on paper, but one has to understand through discussions with experts. If really something wrong with the system one can always bring it to the notice of concerned person and get it rectified.