



Annasaheb Dange College of Engineering and Technology,

Ashta, Tal. Walwa, Dist. Sangli, MS, 416301

An empowered autonomous institute affiliated with Shivaji University, Kolhapur.
[Accredited by NAAC with A++, Cycle Second]

Office of Dean [Institutional Performance and Quality Assurance]

ADCET

Policy on Student Feedback for Common Facilities

Policy Owner: Office of Dean – Institutional Performance and Quality Assurance (IPQA)

Approval Authority: Director

Effective From: Academic Year 2025–26

Review Cycle: Annually

1. Preamble

Annasaheb Dange College of Engineering and Technology (ADCET), Ashta is committed to providing quality infrastructure and support services that facilitate an effective teaching-learning environment and holistic student development. Student feedback serves as an important quality assurance mechanism for assessing the adequacy, effectiveness, and quality of common facilities available on the campus.

The Institute has established a systematic mechanism for collecting, analyzing, reviewing, and acting upon student feedback to promote evidence-based decision making and continuous quality improvement in accordance with the expectations of NAAC, NBA, AICTE, and the Institute's **Internal Quality Assurance System**. The student feedback questionnaire covers all major academic and support facilities, and the findings are reviewed periodically through the Strategic Transformation Team (STT) and IQAC for continuous enhancement.

2. Purpose

The purpose of this policy is to:

- Establish a structured and transparent mechanism for collecting student feedback on common facilities.
- Measure student satisfaction using a standardized methodology.
- Identify strengths and areas requiring improvement.
- Facilitate timely corrective and preventive actions.
- Enhance institutional facilities through continuous quality improvement.

3. Objectives

The objectives of this policy are to:

- Obtain constructive feedback from students regarding common facilities.
- Monitor the quality and effectiveness of institutional infrastructure and student support services.
- Improve student satisfaction through systematic interventions.
- Promote participative governance by involving students in institutional quality enhancement.
- Support accreditation and quality assurance requirements of NAAC, NBA, AICTE and other statutory bodies.



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4. Scope

This policy applies to all common facilities provided by the Institute, including:

- Classrooms
- Laboratories
- Central Library
- Overall Cleanliness and Maintenance
- Central Computing Centre
- Wi-Fi Facility
- Hostel Facilities
- Institute Bus Transport Facility
- Canteen Facility
- ATM Facility
- Counselling and Healthcare Facility
- Washrooms
- Drinking Water
- Overall Campus Maintenance and Campus Impression

The feedback questionnaire consists of structured questions using a five-point rating scale along with open-ended suggestions for continuous improvement.

5. Feedback Collection Mechanism

1. Student Feedback on Common Facilities shall be conducted **once every academic year**, preferably **one month after the commencement of the academic session**.
2. The online feedback form shall be hosted on the **Institute Website**

Link : <https://forms.gle/Rf5ijcHBHVan87QY8>

4. The Office of Dean (IPQA) shall notify students regarding the feedback schedule through:
 - Institute Website
 - HODs
 - Department Notice Boards
5. Students shall submit feedback anonymously to encourage honest and unbiased responses.
6. The feedback form shall remain active throughout the year

6. Feedback Process

Stage	Activity	Responsibility
1	Publish online feedback form on Institute Website	Dean (IPQA)
2	Notify students and facilitate participation	HODs / Class Coordinators
3	Students submit online feedback	Students
4	Compile and validate responses	IPQA Cell
5	Calculate Mean Score and Satisfaction Index	IPQA Cell
6	Prepare facility-wise analysis report	IPQA Cell



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Stage	Activity	Responsibility
7	Present the analysis in the Strategic Transformation Team (STT) Meeting conducted approximately one month after commencement of the academic session	Dean (IPQA)
8	Identify strengths, gaps and improvement actions	STT
9	Obtain approval from the Director wherever required	Dean (IPQA)
10	Implement corrective and preventive actions	Concerned Departments / Sections
11	Review Action Taken Report (ATR) in STT and IQAC meetings	Dean (IPQA)

7. Feedback Analysis Methodology

Student responses shall be collected using the following five-point rating scale.

Rating	Weight
Excellent	5
Very Good	4
Good	3
Average	2
Below Average	1

Mean Score:

The Mean Score shall be calculated using the weighted average formula:

$$\text{Mean Score} = \frac{(5E + 4VG + 3G + 2A + 1BA)}{N}$$

$$\text{Satisfaction Index (\%)} = \frac{\text{Mean Score}}{5} \times 100$$

Where:

- E = Number of Excellent responses
- VG = Number of Very Good responses
- G = Number of Good responses
- A = Number of Average responses
- BA = Number of Below Average responses
- N = Total number of valid responses

Satisfaction Index:

The Satisfaction Index shall be calculated as:

$$\text{Satisfaction Index (\%)} = \frac{\text{Mean Score}}{5} \times 100$$



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8. Satisfaction Index Classification

Satisfaction Index (%)	Performance Category
80.00 – 100.00	Excellent
70.00 – 79.99	Very Good
60.00 – 69.99	Good
50.00 – 59.99	Average
Below 50.00	Below Average

9. Review and Action Mechanism

1. The facility-wise feedback analysis report shall be presented before the **Strategic Transformation Team (STT)** approximately **one month after the commencement of the academic session.**
2. The STT shall:
 - o Review Satisfaction Indices.
 - o Identify priority improvement areas.
 - o Recommend corrective and preventive actions.
 - o Prioritize resource allocation.
3. The approved recommendations shall be communicated to the concerned departments and administrative sections.
4. The implementation of recommendations shall be monitored periodically through STT meetings.
5. The Office of Dean (IPQA) shall prepare and maintain an **Action Taken Report (ATR).**

10. Documentation

The following records shall be maintained:

- Feedback Questionnaire
- Student Response Database
- Mean Score Calculation Sheet
- Satisfaction Index Report
- Facility-wise Analysis Report
- Strategic Transformation Team (STT) Meeting Minutes
- Improvement Action Plan
- Action Taken Report (ATR)
- Supporting Documents and Photographs
- Annual Feedback Summary Report

11. Continuous Improvement

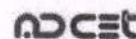
Based on student feedback, the Institute shall continuously strive to improve:

- Classroom infrastructure
- Laboratory facilities
- ICT-enabled teaching facilities
- Library resources and digital databases



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- Wi-Fi connectivity
- Hostel amenities
- Drinking water facilities
- Washroom cleanliness
- Campus cleanliness
- Canteen services
- Healthcare and counselling services
- Campus safety, greenery and aesthetics

Improvement initiatives shall be planned based on student feedback, institutional priorities, available resources and statutory requirements. The Action Taken Report (ATR) shall be reviewed periodically by the Strategic Transformation Team (STT).

12. Monitoring and Review

The Dean (IPQA) shall monitor the implementation of this policy and submit an annual report to the Director.

The policy shall be reviewed annually or earlier whenever required due to changes in:

- NAAC/NBA/AICTE guidelines
- Institutional requirements
- Stakeholder expectations
- Quality assurance practices

13. Expected Outcomes

Implementation of this policy is expected to:

- Enhance student satisfaction with institutional facilities.
- Promote evidence-based decision-making.
- Strengthen stakeholder participation in quality assurance.
- Improve infrastructure and student support services.
- Foster a culture of continuous quality improvement.
- Support institutional excellence and accreditation requirements.

Approved By:


Director

Annasaheb Dange College of Engineering and Technology, Ashta

