



## St. Joseph's College of Pharmacy

Approved by Pharmacy Council of India and affiliated to Kerala University of Health Sciences

Approved by Govt. of Kerala

Dharmagiri College Campus, Naipunnaya Road, Cherthala-688524, Kerala, India

Tel : +91 478 2821546, +91 478 2821547, E-mail : principal@sjpharmacycollege.org

### STAKEHOLDERS FEEDBACK PROCESS

St. Joseph's college of pharmacy is always keen to provide quality education and good ambience. To achieve this, our institution has implemented a feedback mechanism that take suggestions from various stakeholders such as students, teachers, employers and alumni for every academy year. The feedback forms are circulated to all the stakeholders and collected the filled in feedback forms from all. The feedback mechanism is detailed to below. After feedback collection, analysis of the feedback and valuable suggestions were considered. Necessary actions were executed, and an action taken report was submitted to the appropriate bodies.

#### FEEDBACK MECHANISM:

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

feedback collected from the below stakeholders

students

teachers

employers

alumni

Every year all stakeholder's questionnaires will be updated and get approved through proper channels.

Feedback forms with curriculum based and ambience-based questionnaires are created and circulated as hard copies.

a specific timeline has 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. Stakeholder wise analysis reports have been generated and reviewed in the meeting along with IQAC Coordinator and come out with necessary actions.

Feedback Process	Remarks
Feedback Collection	Applicable to all courses and collected by distributing Forms.
Feedback Receiver	Head of the Department
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:

- o A special committee was formed to plan the road map and execute the action proposed by IQAC.
- o Training conducted to enhance students' knowledge.
- o Communication skill and Interpersonal skills training were conducted to improve their soft skills.
- o Based on the feedback received from stakeholders, Suggestions and reports were submitted to the principal.
- o Faculties are encouraged to attend FDP and training programmes.
- o Most of the training activities are incorporated from second year onwards.
- o All action taken is documented. At the end of the academic year analysis report and action taken report are prepared.



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