

**INTERNAL QUALITY ASSURANCE CELL**

# **Feedback Policy**

**RAJASTHAN SHIKSHAK  
PRASHIKSHAN VIDHYAPEETH**

**SHAHPURA BAGH, AMER ROAD,**

**JAIPUR-302002**

## INDEX

S. No.	Contents	Page No.
1	Introduction/Preamble	3
2	Feedback Schedule	3
3	Types of Feedback	4-9
4	Collection & Compilation of Feedback Data	9
5	Analysis of Feedback Received & Review of Results	9
6	Action Taken	9
7	Revision of Feedback Form	9
8	Feedback Collection	11
9	Feedback Process	12
10	Feedback Cycle	13
11	Students Feedback Form (Sample)	14
12	Faculty Feedback Form (Sample)	15
13	Alumni Feedback Form (Sample)	17
14	Parents Feedback Form (Sample)	19
15	Employer Feedback Form (Sample)	21

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## 1) Introduction/Preamble

Feedback is the essence of two-way communication between the provider and the receiver. Effective feedback, both positive and negative, is important for continuous improvement as it helps in understanding the strengths, weaknesses, opportunities and challenges faced by the Institute.

Feedback from students, parents, teachers and alumni inculcates a sense of ownership about the organization and make them feel valued and responsible. Regular feedback is important for the entire organization to remain aligned to the institute's mission and vision and is part of continuous learning process for regular improvisations to serve better. The Institute in its mission for continuous improvement in all sectors, academic or administrative has entrusted IQAC with responsibility for arranging feedback responses from all stakeholders of the Institution on quality related institutional processes.

## 2) Feedback Schedule

The format for each type of feedback to be filled by each stakeholder shall be prepared by IQAC. The feedback forms to be collected shall be prepared through a hard copy monitored by Curriculum Committee under IQAC.

- Feedback from Students-End of every Session
- Feedback from Parents – Convocation, Induction Program, Prize Distribution Ceremony and other visits to College
- Feedback from Teachers – End of every Session
- Feedback from Alumni – Annual Meet and other visits of Alumni to the College

A) Stake holders– The multiple stakeholders of the College are:

- a) Students
- b) Parents
- c) Teachers
- d) Alumni
- e) Employers

  
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### 3) Types of Feedback

#### 3.1 Students' Feedback

Following Parameters are taken as feedback criteria to be collected from the students:-

S. No.	Criteria	Outstanding (5)	Very Good (4)	Good (3)	Satisfactory (2)	Needs Improvement (1)
1	Teaching course material and lecture preparation					
2	Presentation/communication skill and effectiveness of teacher					
3	Clarity in Board writing and voice clarity					
4	Correlation of theory to real life examples					
5	The teacher covers the entire syllabus					
6	The teacher interacts with students about curricular/co-curricular/extra-curricular activities					
7	Availability of teacher to solve academic and non-academic problems					
8	The teacher uses/provides teaching aids/gadgets PPTs, Web-Source/references/eBooks					
9	The teacher is punctual to the class/Lab					
10	Effective utilization of lecture/practical allotted time					
<b>Total Points</b>						

- Suggestion for improvement for Teaching Faculty:  
(Write name and suggestion if any)
- Suggestion for improvement for supporting staff member/Lab Attendant or laboratory and classroom  
(Write name and suggestion if any)

  
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### 3.2 Parents Feedback

Institute takes the initiative of interacting regularly with the parents on the occasions of convocation, Induction program, Annual prize distribution ceremony & other visits to the college to apprise parents and guardians with the academic and professional growth of their ward. Feedback from parents towards institutional functioning, academic courses, evaluation mechanism, parent-teachers interaction, promotion of professional communication and competencies etc. Canteen, hostel, safety and campus security, classroom atmosphere, functioning of laboratories, administrative process of the college and their overall satisfaction related to the progress of their ward will be collected. The following parameters are included in the parents feedback form

S. No.	Criteria	Excellent (5)	Very Good (4)	Good (3)	Average (2)	Satisfactory (1)
1.	Decision for Selection of College					
2.	Admission Process					
3.	Quality of Teaching					
4.	Institutional Structure					
5.	Level of the laboratories for learning					
6.	Support of Staff					
7.	Hostel Facilities					
8.	College Canteen and Playground					
9.	Library Facilities					

Write your thought for the up liftment of Vidyapeeth.

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### 3.3 Teachers' Feedback

Teachers' feedback has the following dimension viz.

The following parameters are taken as feedback criteria to be collected from teachers.

Dear Teachers,

We shall be thankful to you, if you can spare some of your valuable time to fill up this form and give us your valuable suggestions for further improvement in the design and review of syllabus.

Please rate the following parameters, based on your assessment of the quality and adequacy of curriculum offered for the program, on the scale from 1 to 5: (Strongly Agree: 5, Agree: 4, Neutral: 3, Disagree: 2, Strongly Disagree: 1)

S. No	Criteria	Excellent (5)	Very Good (4)	Good (3)	Average (2)	Satisfactory (1)
1.	The current syllabus of the course is need based					
2.	Course objective of the syllabi are well defined and clear to teachers and students					
3.	Sufficient number of relevant and updated reference books/E-journals etc. is available in the central library.					
4.	The curriculum provides sufficient breadth of electives for students to choose their specialization.					
5.	The syllabus of the subject increases my knowledge in the subject area.					
6.	Institute gives me flexibility to use any technique and teaching aids to teach students such as PPTs, Smart board, E-studio, group discussion, participation etc.					
7.	Institute gives opportunity to excel in academics/higher education.					
8.	I have number of opportunities to interact with outside world.					
9.	I am well aware to the institutional policies.					
10.	Students response towards the studies is good					
11.	The working environment in the department is conducive to teaching and research					
12.	The administration is very supportive					
13.	The overall working culture of the institute is very supportive and encouraging					

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### 3.4 Alumni Feedback

Alumni Feedback has the following dimension viz.

The following parameters are taken as feedback criteria to be collected from Alumni:-

S.No.	Parameters	Excellent (5)	Very Good (6)	Good (3)	Average (2)	Poor (1)
1.	Overall learning atmosphere at RSPV					
2.	Availability of extra-curricular/co-curricular activities					
3.	Opportunity to express yourself					
4.	Efforts made by institute to enhance your employability/overall development					
5.	Opportunity to interact with outside world					
6.	Conduction of professional trainings					
7.	Teaching Methodology using ICT enabled tools					
8.	The pedagogy adopted by teachers makes you able to understand the theory and practice of learning					
9.	The status of current syllabus in terms of industry needs.					
10.	Structure of curriculum					
11.	The curriculum enhances understanding about the human values, ethics, social responsibilities etc.					
12.	Facilities and support provided by the institute for startups/research					
13.	Placement opportunities at RSPV					
14.	The Program Educational Objectives are achieved					
15.	Overall experience at RSPV					

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### 3.5 Employers' Feedback

Employers' feedback has the following dimension viz.

The following parameters are taken as feedback criteria to be collected from the employers:-

S.No.	Parameters	Excellent (5)	Very Good (6)	Good (3)	Average (2)	Poor (1)
1.	The curriculum is designed to develop necessary skills in students and prepare them to use modern tools required for the working of our college.					
2.	The curriculum has a good balance between theoretical and practical knowledge					
3.	The curriculum is competent for holistic development of students which includes human values, ethics, integrity etc.					
4.	The curriculum provides sufficient breadth of electives for students to choose their specialization.					
5.	The curriculum is designed to meet the latest education development.					

#### A. About the students

S. No.	Characteristics	Scale				
		Excellent(5)	Very Good(4)	Good(3)	Average(2)	Poor(1)
1	Attitude					
2	Professional Breadth					
3	Communication Skills					
4	Professional Exposure					
5	Ability of Understanding					
6	Analytical Ability					
7	Problem Solving Ability					
8	Decision Making					
9	Integrity					
10	Initiative					
11	Group Working					
12	Leadership					
13	Behavior with Colleagues					
14	Sincerity towards Work					
15	Overall Performance					

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**4) Collection and Compilation of Feedback Data:**

The data on the feedback shall be collected through a structured Feedback Schedule developed for specific stakeholder which is generally collected offline.

**5) Analysis of Feedback Received and Review of Results:**

The feedback received will be analyzed as per the mode of collection and results will be statistically analyzed for each stakeholder separately and shall be graphically represented for better understanding

**6) Action Taken:**

The actions about the collected feedback after analysis shall be taken as per the outcome of the feedback of specific domain. The action taken report by each concerned feedback shall be approved by the IQAC

**7) Revision of Feedback Form**

The feedback forms can be revised as per the need of the situation and as per the requirement of the feedback to be obtained. The revisions shall be implemented by the IQAC

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# FEEDBACK PROCESS

## (Curriculum)

  
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## 8. Feedback Collection

### Collection of Feedback from Students, Teachers Alumni, Employers and Parents.

The Internal Quality Assurance Cell of the University (IQAC) collects the feedback on curriculum aspects and courses from different stakeholders such as the Students, Teachers Alumni, Employers and Parents to maintain the quality consistency and to measure the quality enhancement. IQAC ensure the academic excellence at the level of Students, Teachers Alumni, Employers and Parents.

Various types of Feedback including feedback on subjects and curriculum offered during the session under various criteria, Parents feedback on teaching infrastructure, various activities conducted and their general suggestions, alumni feedback on the course completed at the University in the form of exit survey collected from the aforesaid stakeholders periodically for quality enrichment. Feedback on syllabus design and review collected in every semester by IQAC through distribution and collection of feedback forms in hard copies and the batch wise maintenance of the same.

Alumni feedbacks are also received during the alumni interaction at the alumni meet conducted by the college. Alumni feedback is also taken during alumni meet and their other visits to the college.

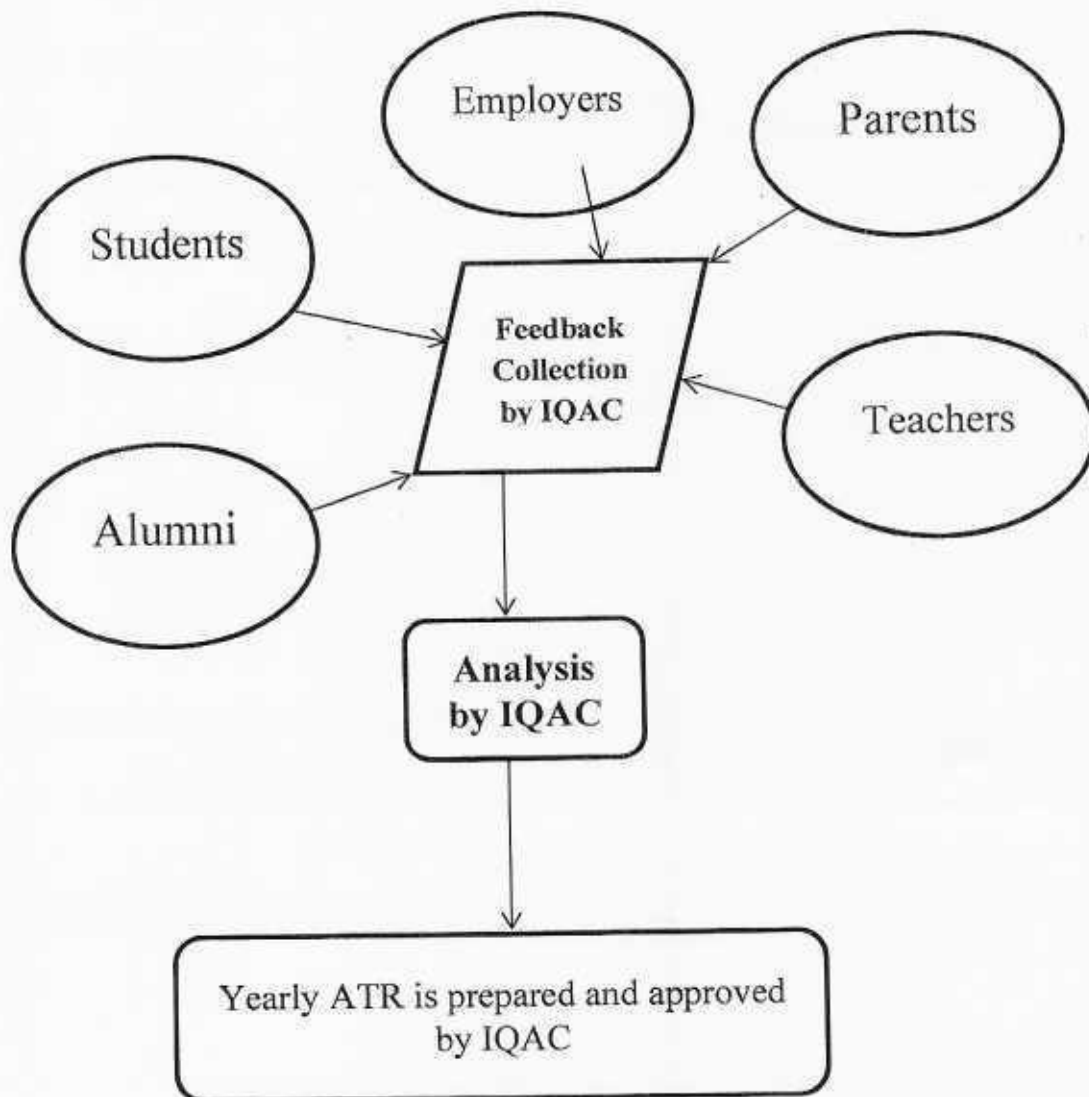
  
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## 9. Feedback Process

IQAC discusses and evaluates the suggestions received from different spheres regarding the curriculum. Based on the feedbacks received from various stakeholders, a proper year wise feedback analysis is prepared by the College in the form of feedback analysis report and based on the feedbacks received by the stakeholders, an Action Taken Report (ATR) is prepared and approved by the IQAC. After necessary amendments in the curriculum, IQAC presents the proposal to Academic council for approval.

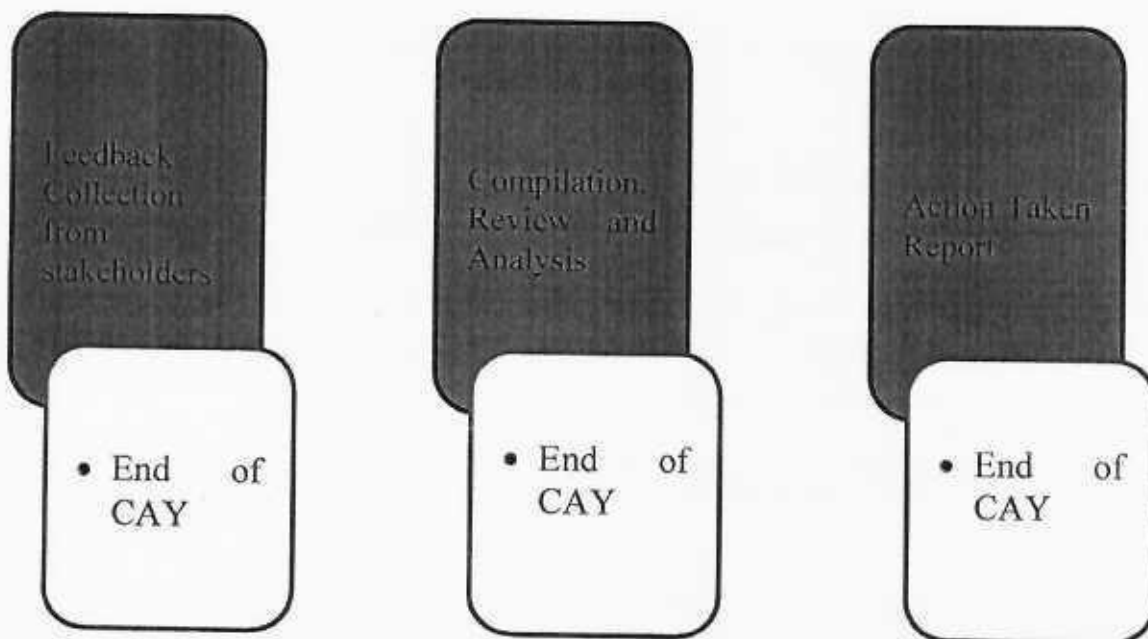


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## 10. Feedback Cycle

The feedback from various stakeholders is collected in Current Academic Year (CAY), are reviewed and analyzed at the end of the Academic Year. Action Taken Report with suggestions is presented to the respective IQAC periodically. After getting preparation and approval of the same, IQAC submits consolidated Action Taken Report to Academic Council for approval.



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## VIDYAPEETH

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PIN-302002



### Students Feedback Form (Sample)

Date: \_\_\_/\_\_\_/20\_\_

Academic Year: 20....-20.....

Class:.....

Feedback rating range: Outstanding:(5)    Very Good(4)    Good (3)    Satisfactory: (2)    Needs Improvement :(1)

Name/Initials of the Faculty:

Name of Subject:

Sr. No.

Points for Feedback

- |    |                                                                                                |
|----|------------------------------------------------------------------------------------------------|
| 1  | Teaching course material and lecture preparation                                               |
| 2  | Presentation/communication skill and effectiveness of teacher                                  |
| 3  | Clarity in Board writing and voice clarity                                                     |
| 4  | Correlation of theory to real life examples                                                    |
| 5  | The teacher covers the entire syllabus                                                         |
| 6  | The teacher interacts with students about curricular/Co-Curricular/Extra Curricular activities |
| 7  | Availability of teacher to solve academic and non-academic problems                            |
| 8  | The teacher uses/provides teaching aids/gadgets PPTs, Web-Sources/references/eBooks            |
| 9  | The teacher is punctual to the class/Lab                                                       |
| 10 | Effective utilization of lecture/practical allotted time                                       |

Total Points

Suggestions for improvement for Teaching Faculty:  
(Write name and suggestions if any)

Suggestions for improvement for supporting staff member/Lab Attendant or laboratory and classroom  
(Write name and suggestions if any)

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**Faculty Feedback Form (Sample)**

Details:

Name:..... Department:.....  
 Designation:..... Academic Year:.....

Email:..... Mobile No.:.....

Please Rate the Following

**Directions:** For each item, please indicate your evaluation with the following statement by choosing as core between 1 and 5.

(5-Strongly Agree, 4-Agree, 3-Neutral, 2-Disagree, 1-Strongly Disagree)

1. The current syllabus of the course is need based	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
2. Course objective of the syllabi are well defined and clear to teachers and students.	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
3. Sufficient number of relevant and updated reference books/E-journals etc. is available in the central library.	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
4. The curriculum provides sufficient breadth of electives for students to choose their specialization.	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
5. The syllabus of the subject increases my knowledge in the subject area.	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
6. Institute gives me flexibility to use any technique and teaching aids to teach students such as PPTs, Smart board, E-studio, group discussion, participation etc.	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>

7. Institute gives opportunity to excel in academics/higher education.

5	4	3	2	1
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. I have number of opportunities to interact with outside world.

5	4	3	2	1
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. I am well aware to the institutional policies.

5	4	3	2	1
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. Students response towards the studies is good

5	4	3	2	1
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. The working environment in the department is conducive to teaching and research

5	4	3	2	1
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. The administration is very supportive

5	4	3	2	1
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. The overall working culture of the institute is very supportive and encouraging

5	4	3	2	1
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any Suggestion:

Signature of Faculty

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## Alumni Feedback Form (Sample)

**Details:**

Name:..... Organization:.....  
 Programme Name:..... Mobile No:.....  
 Email:..... Session:.....

**Please Rate the Following**

**Directions:** For each item, please indicate your evaluation with the following statement by choosing as core between 1 and 5.  
 (5-Strongly Agree, 4-Agree, 3-Neutral, 2-Disagree, 1-Strongly Disagree)

1. Overall learning atmosphere at RSPV.	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
2. Availability of extra-curricular/co-curricular activities in regular mode for holistic growth.	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
3. Opportunity to express yourself	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
4. Efforts made by institute to enhance your employability/overall development.	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
5. Opportunity to interact with outside world	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
6. Conduction of professional training like soft skills and other	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>
7. Teaching Methodology using ICT enabled tools like projector, audio-video system etc.	5 <input type="checkbox"/>	4 <input type="checkbox"/>	3 <input type="checkbox"/>	2 <input type="checkbox"/>	1 <input type="checkbox"/>

17

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8. The pedagogy adopted by teachers makes you able to understand the theory and practice of learning

5	4	3	2	1
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. The status of current syllabus in terms of industry needs.

5	4	3	2	1
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. The curriculum is structured to learn from simpler to advance concepts.

5	4	3	2	1
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. The curriculum enhances understanding about the human values, ethics, social responsibilities etc.

5	4	3	2	1
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Facilities and support provided by the institute for startups/research

5	4	3	2	1
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Placement opportunities at RSPV.

5	4	3	2	1
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. The Program Educational Objectives are achieved.

5	4	3	2	1
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. Overall experience at RSPV.

5	4	3	2	1
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please mention at least two areas (max.100 words each) on which your institute should work:

Signature of Alumni

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# RAJASTHAN SHIKSHAK PRASHIKSHAN VIDHYAPEETH



SHAHPURA BAGH, AMER ROAD, JAIPUR

## PARENTS FEEDBACK FORM (SAMPLE)

Parent's Name: ..... Trainee's Name: .....  
 Name of Course: ..... Class: .....  
 E-mail Id: ..... Mobile No.: .....  
 Session: ..... Relationship with Trainee: .....

**Instruction: - Given below are some evaluation based numbers mark them on the basis of the question.**

	Excellent	Very Good	Good	Average	Satisfactory
Q.1 Your decision for college selection was?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q.2 How was the admission process in Vidhyapeeth?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q.3 Your views on teaching in Vidhyapeeth.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q.4 In your view the institution structure of the college is.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q.5 What do you think is the level of the Vidhyapeeth laboratory for learning?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q.6 When you visited the Vidhyapeeth, the staff was supportive.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q.7 Your thoughts on the hostel.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q.8 What do you think is the level of the College Canteen & Playground.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q.9 What do you think is the level of college library?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q.10 Write your thoughts for the upliftment of Vidhyapeeth.

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Parent's Signature

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**Employer Feedback Form (Sample)**

Details:

Name:.....Organization:.....

Designation:..... Mobile No:.....

Email:..... Session:.....

Please Rate the Following

**Directions:** For each item, please indicate your evaluation with the following statement by choosing a score between 1 and 5.

5 Strongly agree, 4 Agree, 3 Natural, 2 Disagree, 1 Strongly Disagree

1. The curriculum is designed to develop necessary skills in students and prepare them to use modern tools required for the working of our college.

5      4      3      2      1  
               

2. The curriculum has a good balance between the theoretical and practical knowledge.

5      4      3      2      1  
               

3. The curriculum is competent for holistic development of students which includes human values, ethics, integrity etc.

5      4      3      2      1  
               

4. The curriculum provides sufficient breadth of electives for students to choose their specialization.

5      4      3      2      1  
               

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5. The curriculum is designed to meet the latest education development.

5

4

3

2

1

**A. About the students**

Please mark on five- point scale: 5 standing for Excellent and 1 standing for poor

S. No.	Characteristics	Scale				
		Excellent(5)	Very Good(4)	Good(3)	Average(2)	Poor(1)
1	Attitude					
2	Professional Breadth					
3	Communication Skills					
4	Professional Exposure					
5	Ability of Understanding					
6	Analytical Ability					
7	Problem Solving Ability					
8	Decision Making					
9	Integrity					
10	Initiative					
11	Group Working					
12	Leadership					
13	Behavior with Colleagues					
14	Sincerity towards Work					
15	Overall Performance					

**Any suggestions for improvement**

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**Signature of Employer**

  
Rajasthan Shikshak Prashikshan Vidyapeeth  
Shahpura Bag, Amer Road, JAIPUR

  
**PRINCIPAL**  
Rajasthan Shikshak Prashikshan Vidyapeeth  
Shahpura Bag, Amer Road, JAIPUR