

FEEDBACK MECHANISM FOR ONLINE DEGREE PROGRAMMES

1. Purpose:

To ensure continuous improvement and stakeholder-driven enhancements in the design, delivery, and evaluation of Online Degree Programmes by systematically collecting, reviewing, and acting upon feedback received from key stakeholders.

2. Stakeholders

The feedback system engages three primary stakeholder categories:

- **Students**
- **Faculty Members**
- **Industry Experts**

Each group provides insights related to curriculum relevance, pedagogy, technology enablement, learner experience, and program outcomes.

3. Tool Used for Feedback Collection

Feedback is collected through **Google Forms**, structured with both quantitative rating scales and qualitative open-ended questions.

The tool ensures:

- Ease of distribution
- Scalability across a large respondent base
- Online record maintenance
- Automated data aggregation for analysis

4. Pre-Launch Feedback Collection Process

Before the launch of the Online Degree Programmes, feedback was administered to:

- **Students** enrolled for on campus degree programs
- **Faculty members** involved in development and delivery
- **Industry experts** engaged in curriculum review and benchmarking

The objective was to validate programme design, content quality, industry relevance, LMS usability and learner support systems.

5. Data Analysis and Reporting

The Centre for Internal Quality Assurance (CIQA):

- Collected responses centrally
- Performed structured analysis of feedback data

- Identified key observations, strengths, gaps and improvement opportunities

6. Action Taken and Documentation

- Based on the observations, CIQA recommended actions to relevant academic and administrative units.
- All decisions were documented in an **Action Taken Report (ATR)**, maintaining transparency and traceability of quality interventions.

7. Post-Launch Continuous Feedback Mechanism

Once students are enrolled in the Online Degree Programmes, feedback will be collected every semester from all stakeholders:

- **Students:**
 - Course design and learning experience
 - Instructor performance
 - Assessment fairness and workload
 - Support services and LMS usability
- **Faculty Members:**
 - Pedagogical effectiveness
 - Curriculum adequacy
 - Assessment and learner engagement challenges
- **Industry Experts:**
 - Industry relevance of curriculum
 - Skill competency benchmarks
 - Employability orientation

Through systematic feedback and iterative improvement, the University aims to sustain high-quality online education aligned with national standards and industry expectations.

For ATLAS SKILLTECH UNIVERSITY



Director of CDOE



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