



“Techno-social Excellence”

Marathwada Mitra Mandal's Institute of Technology

Lohgaon, Pune-411047

Approved by AICTE | Affiliated to Savitribai Phule Pune University (SPPU)

Accredited with Grade 'A' by NAAC

Vision

To be a premier institute of **techno-social excellence** for the welfare of society

Mision

- **Integrating** Innovative Pedagogy
 - **Implementing** Entrepreneurship
 - **Promoting** Global Competency
 - **Enhancing** Technology Transfer
 - **Creating** Excellent Human Resource
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POLICY FOR
STUDENTS' FEEDBACK
(Academic Facilities)

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Policy on Student Feedback for Academic Facilities

1. Preamble

Academic facilities play a significant role in creating a conducive learning environment and supporting the overall development of students. Student feedback on academic facilities provides valuable insights into the adequacy, quality, and effectiveness of infrastructure and support services available in the Institute. The purpose of this policy is to establish a structured mechanism for collecting, analysing, and utilising student feedback on academic facilities to ensure continuous improvement and enhancement of institutional resources and services.

2. Objectives of the Policy

The objectives of this policy are to:

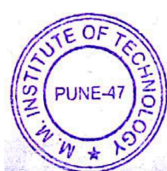
- Establish a systematic process for collecting student feedback on academic facilities and support services.
- Assess student satisfaction regarding the availability, accessibility, and effectiveness of institutional facilities.
- Identify areas requiring improvement and implement corrective measures to enhance the student experience.
- Support evidence-based decision-making for infrastructure development and resource planning.
- Promote continuous quality improvement in campus facilities and services.

3. Scope

This policy applies to feedback collected from students regarding academic and support facilities provided by the Institute, including but not limited to:

- ICT-enabled Smart Classrooms
- Laboratories and Computer Laboratories
- Wi-Fi and Internet Facilities
- Library Resources and Services
- Transport Facilities
- Mess and Canteen Facilities
- Medical Facilities
- Sports Facilities and Equipment
- Green Campus Initiatives and Cleanliness

The feedback collected under this policy shall be used for institutional quality improvement and planning purposes.



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4. Mode of Conduction

Student feedback on academic facilities shall normally be conducted through Google Forms.

In situations where an alternative mechanism is required, the Institute may use ERP-based forms or any other approved online platform. The mode of feedback collection shall be finalized by the concerned committee before the commencement of the feedback process.

5. Eligibility for Students to Submit Feedback

All regular students enrolled in the Institute shall be eligible to participate in the feedback process.

Students are expected to provide feedback based on their actual experience and utilization of the facilities available on campus.

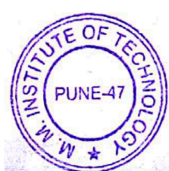
6. Questionnaire

The questionnaire shall be designed to collect feedback on academic facilities and support services available in the Institute.

The questionnaire may include, but is not limited to, the following areas:

- ICT-enabled Smart Classrooms
- Laboratories and Computer Laboratories
- Wi-Fi Facilities
- Library Resources and Services
- Transport Facilities
- Mess and Canteen Facilities
- Medical Facilities
- Sports Facilities and Equipment
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The committee may revise, add, or modify questions periodically based on institutional requirements.



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7. Frequency of the Feedback

Feedback on academic facilities shall normally be conducted once every academic year.

The process shall generally be carried out during the second semester, preferably at the end of the academic year.

Additional feedback surveys may be conducted whenever specific facility-related concerns or improvement initiatives need to be assessed.

8. Feedback Scoring and Interpretation

Students shall provide feedback on a three-point scale:

Score	Response
1	: Strongly Agree
2	: Agree
3	: Neutral

The feedback shall be analysed using percentage distribution of responses and graphical representations such as pie charts and bar charts.

Interpretation

Response Trend

Majority responses as Strongly Agree

Majority responses as Agree

Significant Neutral responses

Interpretation

Excellent level of satisfaction

Satisfactory with scope for improvement

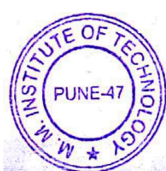
Area requiring review and corrective action

Corrective Measures

Based on feedback analysis, the concerned committee and authorities shall initiate appropriate corrective actions.

The corrective measures may include:

- Increasing Wi-Fi access points to improve internet connectivity across the campus.
- Enhancing ICT-enabled classrooms through installation of additional interactive panels and digital learning facilities.
- Strengthening laboratory and computer laboratory infrastructure through procurement of equipment and software.



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- Expanding transport facilities by increasing bus routes and availability.
- Procuring additional library resources including textbooks, reference books, competitive examination materials, journals, and e-resources.
- Improving mess and canteen services based on student requirements.
- Strengthening medical support facilities.
- Upgrading sports infrastructure and equipment.
- Enhancing campus cleanliness and green initiatives.

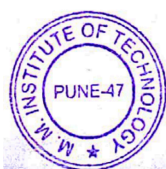
The implementation status of corrective actions shall be reviewed periodically by the concerned authorities.

Implications of Feedback

- Feedback outcomes shall be used as an important input for institutional planning and quality enhancement initiatives.
- Feedback findings shall support decision-making related to infrastructure development, resource allocation, and service improvement.
- Feedback analysis reports may be presented before the Management, Principal, IQAC, and other relevant committees for review and action.
- The outcomes and corrective actions shall be maintained as evidence of continuous quality improvement.

Confidentiality and Ethical Practices

- Participation in the feedback process shall be voluntary.
- Student identities shall not be disclosed during analysis or reporting.
- Individual responses shall remain confidential and shall be used only for institutional improvement purposes.
- Feedback data shall be accessible only to authorized personnel involved in the analysis and review process.



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- Feedback shall not be used to target or disadvantage any individual, department, or service unit.
- Students are expected to provide genuine and constructive feedback based on their experience.
- All feedback records shall be maintained securely and used ethically and responsibly.
- The feedback process shall focus on continuous improvement and enhancement of facilities rather than fault-finding.

