

1. **Title of the Practice: Regular Feedback System**
2. **Objectives of the Practice:** The proverb says, one needs to be tested by others and not by himself. Keeping this in mind Mankar College has developed the practice of obtaining feedback from the main stakeholders of the college, namely the students and teachers.
3. **Context:** The college authority regularly makes plans regarding the development of the college as well as the students. But in those meetings the representation of the students is not always possible. Moreover, it can ignore the opinion of the majority. On the other hand, taking feedback from the students can provide us with the expectations and demands of the majority of the students and may help us to serve them better education.
4. **The Practice:** Mankar College collects the students' feedback on different aspects, broadly in two subjects - first, students' response to individual teachers regarding their teaching skill, punctuality, capability, and second, students' response regarding overall performance of institution in terms of teaching infrastructure, socio-cultural activities and additional supports. The feedback has been collected from 3rd year students in hard copy form and thereafter has been analysed by adopting arithmetic calculation of Likert scale. Finally, the analysis has been taken into the consideration for the development of infrastructure, teaching learning process and other essential issues. We are also making necessary amendments in the procedure for including other stakeholders like the alumni and the guardians in the process.
5. **Evidence of Success:** Data from the feedback is analysed annually. And the performance score is updated in the website on regular basis. The 2018 performance score shows gradual improvement from the previous year which is an evidence of success in itself.
6. **Problems Encountered and Resources Required:** The main problem of involving the guardians is the poor literacy condition. Many of them can not come to college leaving their job or

engagements. And they cannot read what is written on the form either. Thus, involving the guardians is a difficult task. Many also lack the time to keep in touch with the college regularly amidst their busy schedule. Online system may solve it partly, but for the poorly literate this is beyond reach. But we are going to include parents in 2019-20.