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07/03/18

COCHIN UNIVERSITY OF SCIENCE AND TECHNOLOGY
(Abstract)

Recommendation in the NAAC Peer Team Report- Students' Feedback System- Web Portal
Developed –Implemented in the University-Sanctioned-Orders issued

INTERNAL QUALITY ASSURANCE CELL

No.IQAC/Students Feedback /2017

Kochi-22, Dated: 03-03-2018

ORDER

One of the recommendations of the NAAC Peer Team Report is to collect feedback from students regularly, analyse it and implement the suggestions. The Centre for Information Resource Management (CIRM) has developed a web portal http://cusat.ac.in/student_feedback_login.php for collecting and analysing feedback from students as per the requirement of Internal Quality Assurance Cell (IQAC) in accordance with the recommendation of NAAC Peer Team Report. The students of the University can directly give feedback using this web portal and faculty members can view their scores without viewing the details of students who enter feedback.

Considering this, sanction has been accorded by the Vice-Chancellor for instituting the web portal for collecting and analysing feedback from students online. The guidelines for using the system is given in appendix.

Heads of all Department shall ensure that students of their department enter feedback using this web portal at the end of every semester. The report on the feedback analysis shall invariably be sent to the IQAC at the end of every semester.

Orders are issued accordingly.


REGISTRAR

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To,

1. Heads of all Departments/Directors of Schools/Centres/Principal, SOE/CUCEK- **Kindly publish it in the notice board.**
2. Director, CIRM
3. Joint Director, Kerala State Audit Department/PDO/JR (Academic)
4. PS to Vice –Chancellor/PS to Pro-Vice- Chancellor/PA to Registrar/ PA to FO /PA to CE
5. Day File/Stock File/File Copy

GUIDELINES FOR COLLECTING FEEDBACK FROM STUDENTS THROUGH
THE ONLINE FEEDBACK SYSTEM

1. Get CUSAT official mail account. Those who already have the mail account can use the same for the following steps.
2. After getting CUSAT official mail account, **register** in the website <http://ldap.cusat.ac.in> and login credentials will be mailed to their CUSAT official mail account. Registering method is as follows:-
 1. Go to the web site <http://ldap.cusat.ac.in>
 2. Click **New user** tab. You have to read and accept the policy seen in this page by clicking on the checkbox and submitting the form.
 3. You will be directed to the next page where you can enter the cusat email account and the captcha found in the form.
 4. After clicking the submit button, an automatically generated password will be sent to your mailbox.
 5. Again go to <http://ldap.cusat.ac.in> web site and login with the emailid and the password already received in your mailbox.
 6. Submit the form after entering relevant details.
 7. Logout and Login again to check the password.
 8. If at any time you forgot the password click the link forgot password to reset the password.
 9. Now your name is registered in the ldap system.
3. **For entering feedback**, login into the website http://cusat.ac.in/student_feedback_login.php using the above user name /password
4. **Students** can enter feedback about each faculty member in their department against each subject of study in a particular semester/year through this portal. The data will be recorded and keep anonymously. Duplicate entries will not be allowed.
5. Each **faculty member** can view their total scores whereas they will not able to view the details of students who enter the feedback.
6. Each department should have a **webmaster**. The webmaster of each department can login and add/maintain the details such as subjects of study and faculty members taking each subject in the portal.
7. **Head of the department** can view the scores given to each faculty member whereas he/she will not be able to view the details of students who enter the feedback.

Categories and Roles in the Online Feedback System

1. Category 1 : **Webmaster** (One for each Department)
Role : Add/ maintain the details of faculty members and the subjects taught by them for a particular semester/year in all academic programmes conducted by the department.
2. Category 2 : **Student**
Role : Enter feedback about all faculty members against the subject of study in the particular semester/year.