



**EAST  
POINT** COLLEGE OF  
PHARMACY

East Point Campus, Jnana Prabha, Virgo Nagar Post,  
Bengaluru – 560049, Karnataka



# FEEDBACK POLICY



**East Point College of Pharmacy**

**Approved**

*by*

**Pharmacy Council of India, New Delhi**

**Affiliated**

*to*

**Rajiv Gandhi University of Health Sciences**

**Karnataka**

**Bengaluru – 560 041**

**India**

## INDEX

Sl. No.	Particulars
1	Introduction
2	Feedback Committee
3	Feedback Mechanism
4	Consolidation and Corrective Action Taken
5	<b>Annexure (Standard Formats)</b>
	• Student's Feedback on Course Curriculum
	• Faculty Feedback on Curriculum
	• Graduate Exit Survey Form
	• Alumni Survey Form
	• Employer Survey Form
	• Parents Feedback Form
	• Examiners Feedback Form

## **INTRODUCTION**

The onus of any educational Institute lies in translation of its vision and mission statements into tangible strengths & opportunities. The efficacies of all stakeholders help in overcoming the weaknesses and threats, if any, during the process. The societal members get empowerment to address tactically the global issues with academic, technical, psychological, cultural, traditional and professional excellence. They understand the need for suitable education, training, research and development towards fulfillment of aspirations and as beacon lights help in the enlightenment of the upcoming generations and to create awareness among other members of the global society. A structured feedback mechanism to academic partners and stakeholders has been in place at the Institute, so as to ensure High-Quality Technical Pedagogy.

All the stakeholders play a pivotal role in the evaluation process to provide suitable & technically specific process, designs, systems, components, assemblies, tools, models and prototypes to meet the global challenges in different spheres. This process helps the partnering agencies and stakeholders to know how the Institute is stringent & focused in evaluation of their products/services that paves way to success in light of global competitions and challenges. The stakeholders are categorized into **Internal** - staff, students & **External** - parents, alumni, employer.

### **Internal Stakeholder**

- **Management** – Coordinates activities/programme at various levels in order to translate its vision, mission, objectives, strategies, goals, targets and outcomes, time to time.
- **Faculty** – serve as feedback mechanisms of various electronic/physical channels to translate vision, mission, objectives, strategies, goals, targets and outcomes of the Department/ programme, time to time.
- **Students** – enable timely feedback on various activities/ programmes that help to translate goals as career opportunities and capacity building.

## External Stakeholders

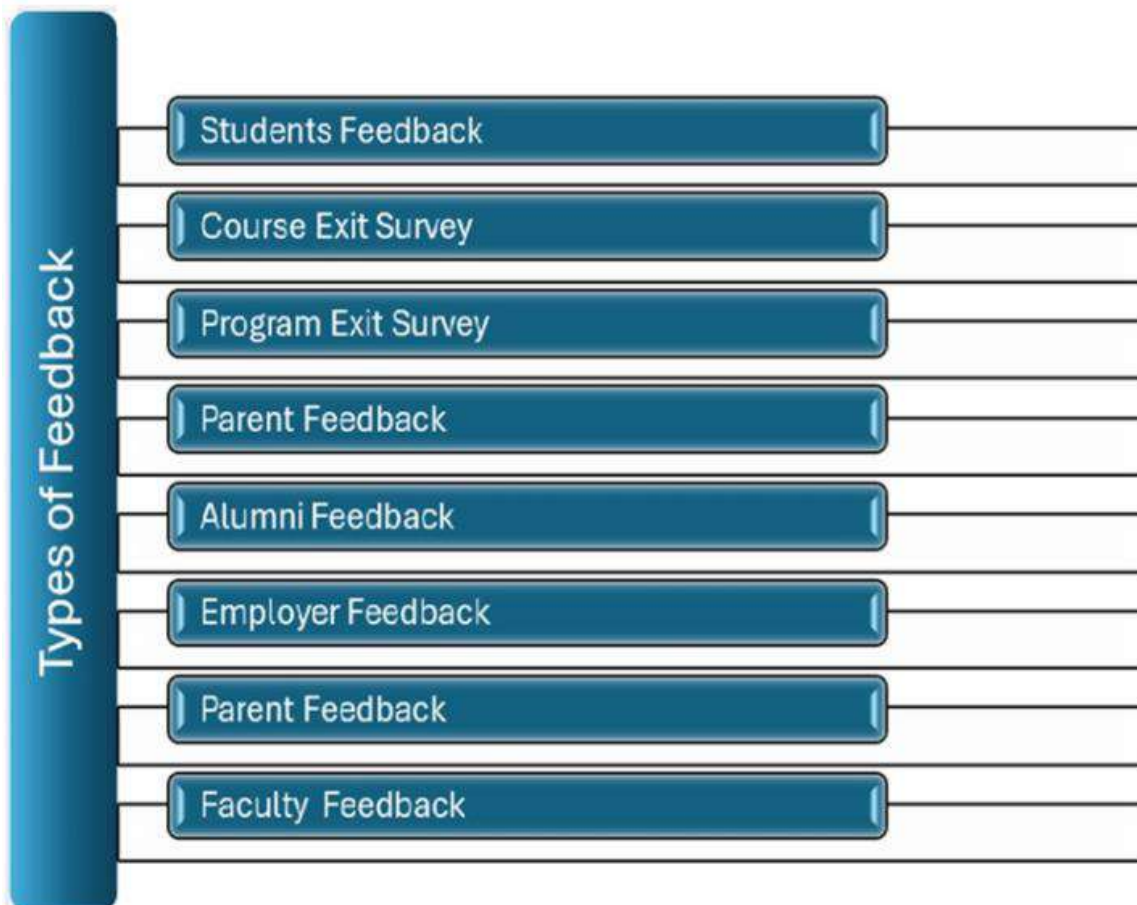
- **Parents** – key players, who provide constructive suggestions for smooth functioning and betterment of the Institution and their ward.
- **Alumni** – brand ambassadors, who convey the quality of college & professional success required to meet the global challenges.
- **Employer** – Plays pivotal role as end-users of services of our graduates and plug skill-gaps, if any between academia and industry expectations.

This process of involving various stakeholders emphasizes on the needs of students in general and industry in particular with quality assurance in our graduate and Post Programme, staff, academic- administration, R&D and professional consultancy services along with our global partners. The distribution, collection, analysis and presentation of structured feedback duly filled in by our stakeholders both online and offline enables remedial measures. The feedback template and report of the remedial measures are made available in the website for further review by all our stakeholders.

## OBJECTIVE OF FEEDBACK

- The Institution aims to offer the best possible environment and learning experience to encourage students to perform to their full potential for academic achievement.
- Stakeholders i.e., students, teachers, employers play an important role in the evaluation, development and enhancement of quality of this learning process.
- Hence, the Institution collects feedback from all the stakeholders i.e., students, teachers, employers and alumni every academic in year on curriculum/syllabi to evaluate its service policies can be revised and wake changes as per stakeholders' requirements.

## TYPES FEEDACK



## FEEDBACK COMMITTEE

Committee / Activities	Management	Faculty	Student	Parent	Employer / Industrialist	Alumni
Governing Council Meeting	✓	✓			✓	
IQAC	✓	✓	✓	✓	✓	✓
Academic Advisory Meeting	✓	✓				
Academic Monitoring Meeting		✓	✓	✓	✓	✓
Department Meeting		✓	✓			✓
IPR and NSS	✓	✓			✓	✓
Workshops, Webinars, Seminars, Conferences		✓	✓		✓	✓
Graduation Day, Other special occasions observed, Industry Connect, Placement Drives.	✓	✓	✓	✓	✓	✓
Parent Teacher Meeting		✓	✓	✓		
Alumni meet / Alumni Lecture series	✓	✓		✓	✓	✓
Guest Lectures		✓	✓		✓	✓

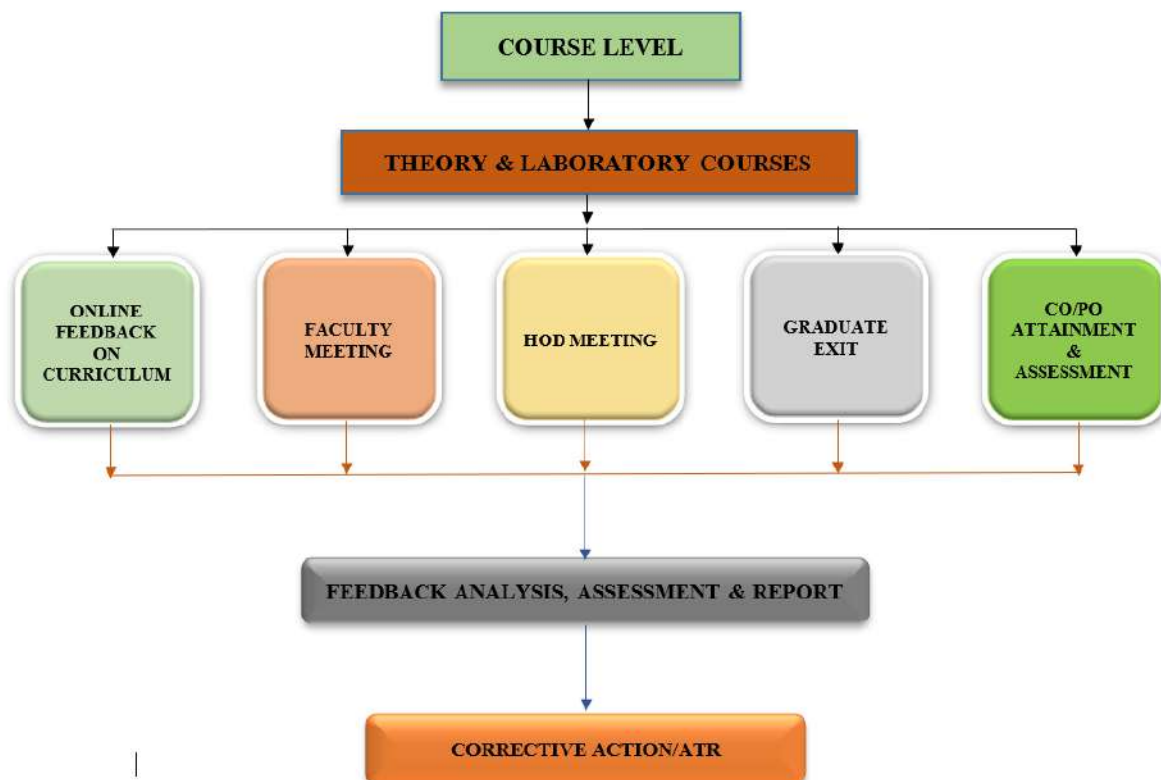


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## FEEDBACK MECHANISM

Feedback is obtained periodically from various stakeholders to enhance the academic/ professional/ technical areas and motivate both students and staff to improve their performance. The feedback is used by the Heads of Department, Principal, Director and if necessary, by top management to initiate remedial measures. Further, the Feedback from various sources would significantly contribute to improve performance of academic activities and effectiveness of TLP with ICT/ Modern-pedagogical techniques for the advancement of student’s professional career.

## FEEDBACK ANALYSIS FLOWCHART



  
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## **FEEDBACK FROM STUDENTS**

The Students' Feedback on curriculum is designed to get formative feedback from students that can be used towards the improvements in the quality of course design and delivery, as well as student learning experiences. The college collected the feedback from students of different streams. The data is analyzed and their suggestions are considered for possible incorporation in the curriculum.

## **FEEDBACK FROM TEACHERS**

Feedback from the faculties for the Ambience and the Academic performance of the Institution is collected through online mode (Google form). The feedback analysis is done and the analysis report is submitted to the Principal and then to the management for the necessary actions.

## **FEEDBACK FROM ALUMNI**

Feedback from the Alumni for the Ambience and the Academic performance of the Institution is collected through online mode (Google form). The feedback analysis is done and the analysis report is submitted to IQAC.

## **FEEDBACK FROM PARENTS**

Feedback from the parents for the Ambience and the Academic performance of the Institution is collected through online mode (Google form). The feedback analysis is done and the analysis report is submitted to IQAC.

## **FEEDBACK FROM EMPLOYERS**

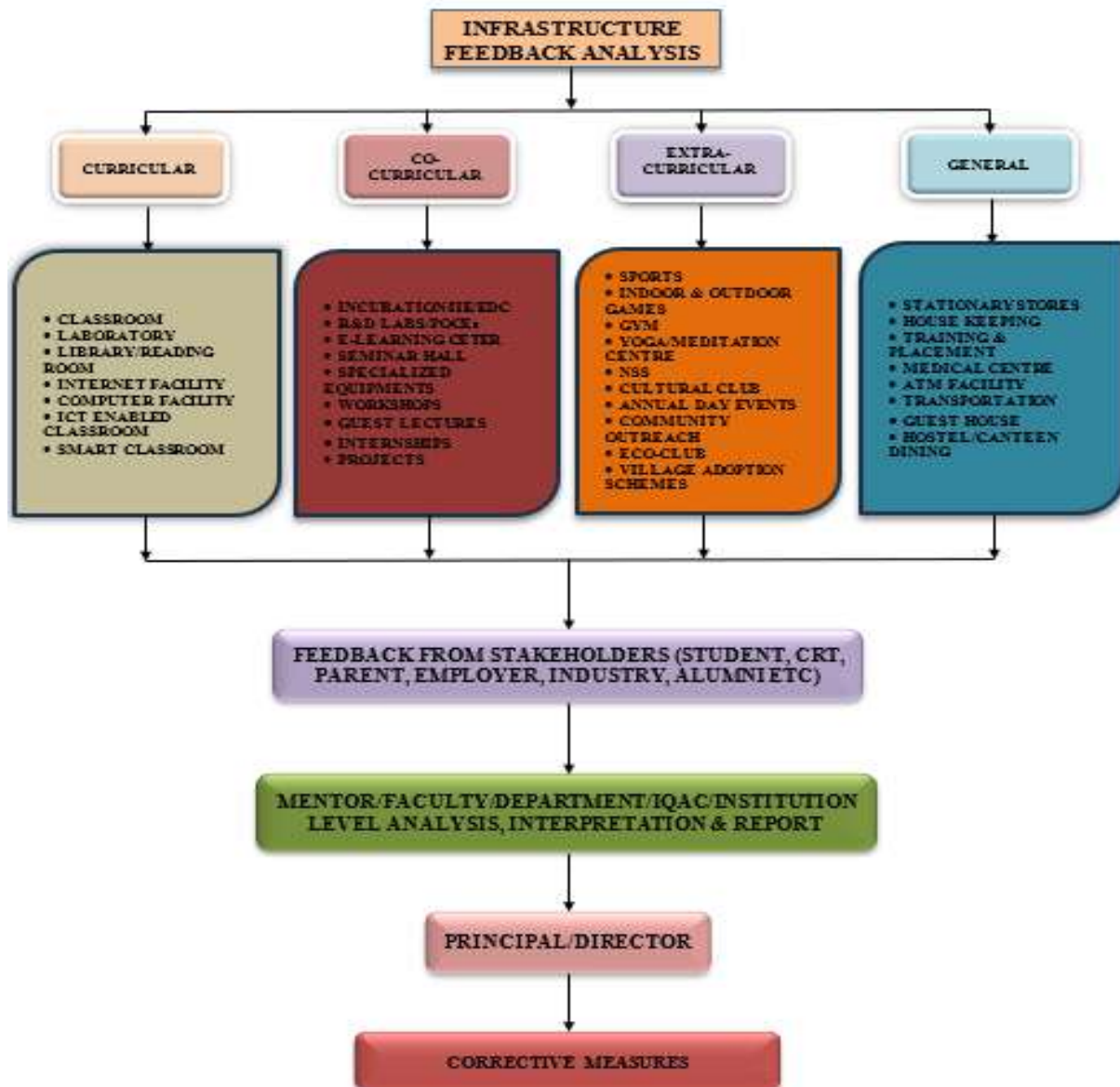
Feedback from the employers for the Academic performance of the Institution is collected. The feedback analysis is done, and the analysis report is submitted the Principal and then to the management for the necessary actions.



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## FEEDBACK MECHANISM & ITS OUTCOMES



  
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## **Outcomes and Corrective Action**

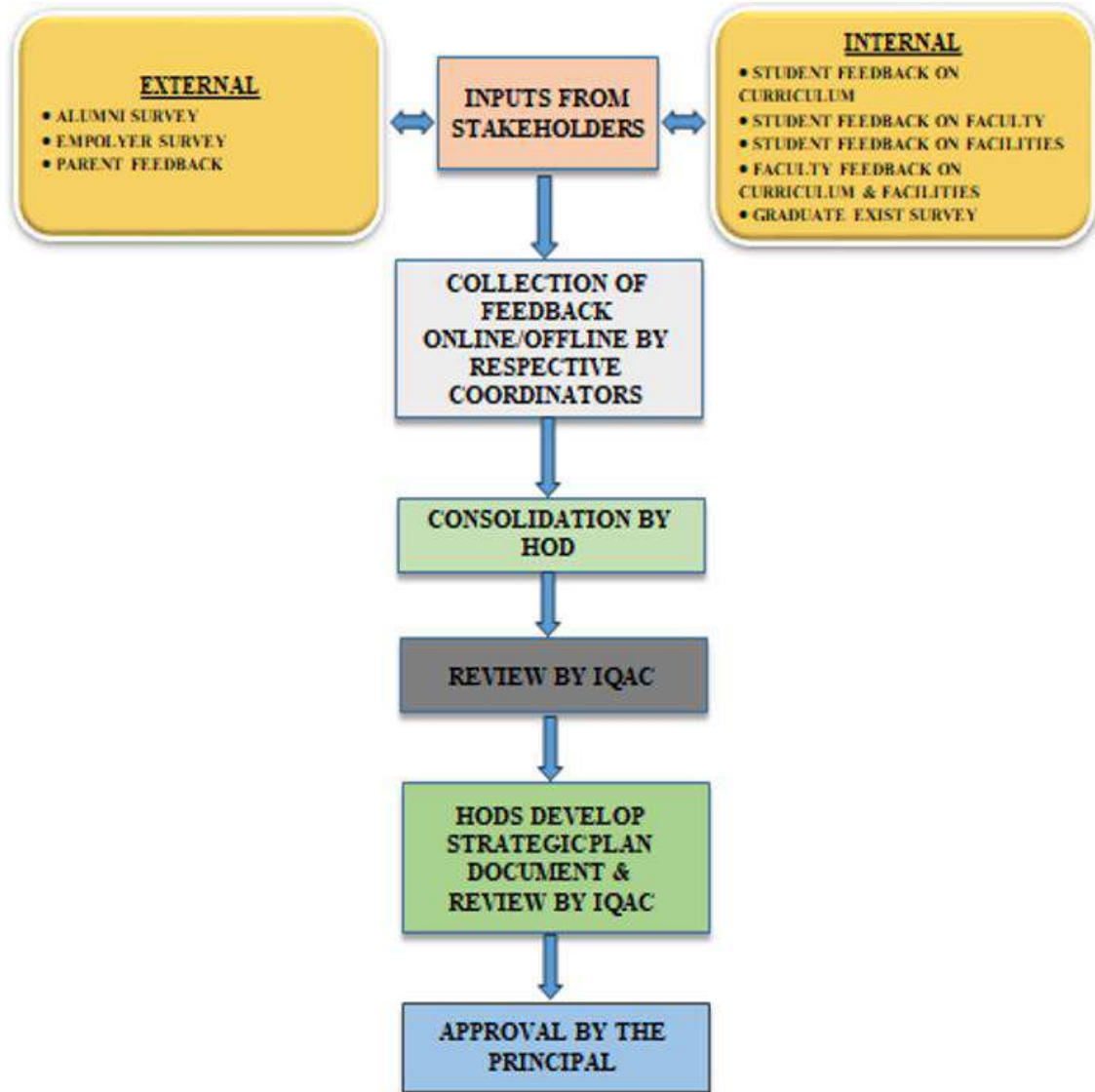
Suggestions of stakeholders are considered selectively to further strengthen the infrastructure keeping in view the valuable experiences of our stakeholders. However, continuous infrastructure development is the policy of the institution by adopting state of the art practices, time to time. The Institute also caters to the academic needs of staff and students through utilization of labs/facilities to work for projects/proposals from various funding sources through enhanced R&D, incubations, innovations and startups.

## **CONSOLIDATION AND CORRECTIVE ACTION TAKEN**

### **Action Taken Report and Impact Analysis on TLP (Based on student/faculty feedback):**

- Annual/Career/Graduation Day programmes were held to get the awareness regarding career growth opportunities in global spheres both by way of higher education/employment and entrepreneurship/R&D opportunities.
- In meeting, remedial/additional/tutorial/special classes were provided to students on papers for better performance.
- In course/syllabus/general review, special classes in theory and lab sessions were arranged for the completion of the syllabus before the internal assessment in light of competitive examinations, career opportunities with real life industry examples and latest R&D followed by the state-of-the-art practices and contemporary industry experiences.
- In end semester review, orientations regarding the SEE preparation and additional revision of classes for the slow-pace-learners/weak-performers to make up themselves and face examinations towards sustainable growth and performance to withstand in competitive society with respectable scores to make them eligible for all government/private competitive examinations. The main focus is in success of the student in the course with respectable grade if not record-break-score.
- In course end survey, the use of ICT/Modern Pedagogy like NPTEL, Industrial Visits, Guest Lectures by Industry/Professional Experts etc., has been adopted as a supplementary tool for capacity building/empowerment for higher order technical competencies to top career opportunities.

## FEEDBACK FLOWCHART



  
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## Feedback Consolidated Reports

Student's feedback on faculty	Faculty feedback on curriculum	Graduate exit survey	Alumni survey	Parents Feedback form
Oral/ Document Proof	Consolidate at HOD level, and send suggestions to Principal.	Collected by Faculty Advisors, Project Guides, Mentors, Course Coordinator, HOD	Department Alumni Coordinator, Old Faculty Mentors.	Faculty Mentors, Course Coordinators, Class I/Cs, HODs

## Minutes

Committee	IQAC	Academic Committee	Governing Council (GC)
MOM/ ATR/ Notice/ Circular issued by Coordinator of Committee/Principal	MOM, Resolutions, ATR, Circular to Concerned Faculty, IQAC	ATR, Circular to HODs R&D /IQAC	ATR, Circular to HODs/ Deans/R&D/ IQAC
Feedback Report from respective HOD to the Director about initiatives observed in Department, budget constraints, impact analysis (how, where, when, what). Incorporate in Doc of Dept.	Feedback on Activities, Conducted, proof of impact by way of performance by the faculty/Department/ AR by IQAC	Feedback on Activities, Conducted, proof of impact by way of performance by the faculty/ Department/AR by R&D/IQAC To Principal	Feedback on Activities, Conducted, proof of impact by way of performance by the faculty/ Department/AR by IQAC/ Principal

## Sample Action Taken Report of the Student Feedback of Academic Year 2021-2022

Sl.No	Name Of the Course	Feedback	Action Taken
1.	B.Pharmacy	Majority of the students wanted online mode	Computers and related Software's have been procured for online teaching methods
2.	B.Pharmacy	Few equipment are in good condition, few to be serviced.	Service was done for upgrading the equipment's which were in poor condition
3.	Pharm D	Students suggested include more career oriented programs	More Career oriented seminars were organized
4.	Pharm D	Students wanted exact questions based on university question paper	According to syllabus framed by the university assignment questions were helpful

5.	M.Pharmacy	Students were not satisfied with black board teaching	Open book tests, assignments, seminars and quiz were conducted
6.	M.Pharmacy	Some students were unsatisfied with new topics.	Staffs inspired students with the topics by sending them to recognized libraries like IISC Bangalore
7.	M.Pharmacy	Most of the questions were not in order	HOD instructed the staffs to follow proper CO-PO procedure

### Sample Action Taken Report of the Teachers Feedback of Academic Year 2021-2022

Sl.NO	Feedback	Action Taken
1.	Most of the staffs suggested to adapt new technologies for teaching	IQAC instructed faculty to include ICT facilities such as video clips, 3D presentations to make teaching learning students centric
2.	Staffs suggested to include corporate / Industry sector in designing and improving the courses	Suggestions forwarded to placement cell as it decided to include more companies in campus in designing and improving the courses
3	Some staffs were not satisfied by curriculum design and development	Proposal for Practice school (Projects) were initiated by the staffs

### Sample Action Taken Report of the Alumni Feedback of Academic Year 2021-2022

Sl.No	Feedback	Action Taken
1.	Placement opportunities	Placement Cell Has Initiated Placement Drive And Approached Various Companies For Placement Of Students

### Sample Action Taken Report of the Employers Feedback of Academic Year 2021-2022

Sl.No	Feedback	Action Taken
1.	Conduciveness Of the Syllabus for The Students Readiness Towards Recruitment	According to BOS of RGUHS the upgraded syllabus are in action and placement cell has been initiated
2	Provision Of Inoculating Students Creativity in The Curriculum	Training programs and projects have been conducted as per the curriculum

### Sample Action Taken Report of the Parents Feedback of Academic Year 2021-2022

Sl.No	Feedback	Action Taken
1.	About college	The institution has provided good infrastructure, canteen, parking, sports ground and with good hostel facilities.
2.	Academics	The institution has experienced faculties with good computer lab and all labs are equipped with updated equipment.



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# **SAMPLE FEEDBACK FORMS**

# STUDENTS FEEDBACK

Dear students,  
please enter the rating value against each parameters

5: Excellent

4: Satisfactory

3 : Good

2 : Average

1 : poor

\* Indicates required question

1. Email \*

---

2. Name of the college \*

---

3. Name of the program \*

---

4. Semester \*

---

5. Academic year

*Mark only one oval.*

2018-2019

  
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6. Date the feedback filled

Example: January 7, 2019

7. Name of the subject \*

8. Name of the faculty \*

9. 1) Is course outcomes well defined ?

Mark only one oval.

1 2 3 4 5

POC      EXCELLENT

10. 2) Is syllabus matches with course outcome ?

Mark only one oval.

1 2 3 4 5

POC      EXCELLENT

  
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11. 3) Course outcomes and syllabus are relevant to your career prospects ?

*Mark only one oval.*

1 2 3 4 5

POC      EXCELLENT

12. 4) Course syllabus and credits are assigned properly

*Mark only one oval.*

1 2 3 4 5

POC      EXCELLENT

13. 5) Course resources well defined

*Mark only one oval.*

1 2 3 4 5

POC      EXCELLENT

14. 6) Subject knowledge level of the faculty member

*Mark only one oval.*

1 2 3

  
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15. 7) Encourage questions from students

*Mark only one oval.*

1 2 3 4 5

POC      EXCELLENT

16. 8) Inspire and guide students to explore more on topics taught

*Mark only one oval.*

1 2 3 4 5

POC      EXCELLENT

17. 9) Activity based learning encouraged

*Mark only one oval.*

1 2 3 4 5

POC      EXCELLENT

18. 10) Online learning encouraged

*Mark only one oval.*

1 2 3 4 5

POOR      EXCELLENT

  
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19. 11) Assessment questions are in line with course learning objectives

*Mark only one oval.*

1 2 3 4 5

POC      EXCELLENT

20. 12) Provides feedback on grading

*Mark only one oval.*

1 2 3 4 5

POC      EXCELLENT

21. 13) Faculty members grade students fairly

*Mark only one oval.*

1 2 3 4 5

POC      EXCELLENT

22. 14) Cleanliness of class room

*Mark only one oval.*

1 2 3 4 5

POOR      EXCELLENT

  
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23. 15) Laboratory equipment are in good condition

*Mark only one oval.*

1 2 3 4 5

POC      EXCELLENT

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# TEACHER'S FEEDBACK

\* Indicates required question

1. NAME OF THE FACULTY \*

---

2. EMAIL ID \*

---

3. 1) ADEQUATE INFRASTRUCTURE IS AVAILABLE IN THE COLLEGE FOR THE CURRICULUM TRANSACTION IN DIFFERENT MODES ( FACE TO FACE / BLENDED / ONLINE) \*

Mark only one oval.

1 2 3 4 5

---

POC      EXCELLENT

---

4. 2) Given enough freedom to contribute your ideas on curriculum design and development \*

Mark only one oval.

1 2 3 4 5

---

POC      EXCELLENT

---

  
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5. 3) The System followed by the University for the design and development of the curriculum \*  
is effective.

Mark only one oval.

1 2 3 4 5

POC      EXCELLENT

6. 4) Freedom is given in adopting new techniques/ strategies of testing and assessment of \*  
students

Mark only one oval.

1 2 3 4 5

POC      EXCELLENT

7. 5) Representation from the corporate / Industry sector is helpful in designing and \*  
improving the courses

Mark only one oval.

1 2 3 4 5

POC      EXCELLENT

8. 6) Washroom facilities for staffs \*

Mark only one oval.

1 2 3 4 5

POC      EXCELLENT

  
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9. 7) Parking facilities for staffs \*

Mark only one oval.

1 2 3 4 5

POC      EXCELLENT

10. 8) Whether College timing is good \*

Mark only one oval.

1 2 3 4 5

POC      EXCELLENT

11. 9) Any Other remarks on the curriculum formulation/ implementation at the college, please specify.

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# PARENTS FEEDBACK ON COLLEGE

\* Indicates required question

1. NAME OF THE PARENT \*

---

2. NAME OF THE COLLEGE STUDIED

---

3. NAME OF THE PROGRAM STUDIED \*

---

4. ACADEMIC YEAR \*

---

5. DATE OF FEEDBACK FILLED \*

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*Example: January 7, 2019*

6. EMAIL ID \*

---

1. ABOUT THE COLLEGE

  
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7. 1) COLLEGE LOCATION

Mark only one oval.

1 2 3 4 5

POC      EXCELLENT

8. 2) COLLEGE CAMPUS

Mark only one oval.

1 2 3 4 5

POC      EXCELLENT

9. 3) COLLEGE BUILDINGS

Mark only one oval.

1 2 3 4 5

POC      EXCELLENT

10. 4) TRANSPORT FACILITY

Mark only one oval.

1 2 3 4 5

POOR      EXCELLENT

  
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## 11. 5) PARKING FACILITY

Mark only one oval.

1 2 3 4 5

POC      EXCELLENT

## 12. 6) SECURITY

Mark only one oval.

1 2 3 4 5

POC      EXCELLENT

## 13. 7) CO-CURRICULAR ACTIVITIES

Mark only one oval.

1 2 3 4 5

POC      EXCELLENT

## 14. 8) EXTRA-CURRICULUM ACTIVITIES

Mark only one oval.

1 2 3 4 5

POOR      EXCELLENT

  
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15. 9) CANTEEN

Mark only one oval.

1 2 3 4 5

POC      EXCELLENT

16. 10) HOSTEL FACILITY

Mark only one oval.

1 2 3 4 5

POC      EXCELLENT

17. 11) INTERACTION WITH ADMISSION DEPARTMENT

Mark only one oval.

1 2 3 4 5

POC      EXCELLENT

18. 12) COMMUNICATION WITH COLLEGE ADMINISTATORS/FACULTY MEMBERS

Mark only one oval.

1 2 3 4 5

POC      EXCELLENT

2. ABOUT ACADEMICS

  
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## 19. 1) ACADEMIC FACILITIES

Mark only one oval.

1 2 3 4 5

POC      EXCELLENT

## 20. 2) COLLEGE CURRICULUM

Mark only one oval.

1 2 3 4 5

POC      EXCELLENT

## 21. 3) TEACHING AND LEARNING

Mark only one oval.

1 2 3 4 5

POC      EXCELLENT

## 22. 4) LEARNING RESOURCES

Mark only one oval.

1 2 3 4 5

POOR      EXCELLENT

  
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23. 5) FACULTY MEMBERS - QUALITY, PARTICIPATION, AND STUDENT GUIDANCE

Mark only one oval.

1 2 3 4 5

POC      EXCELLENT

24. 6) ASSESSMENT AND GRADING

Mark only one oval.

1 2 3 4 5

POC      EXCELLENT

25. 7) INTERNSHIP

Mark only one oval.

1 2 3 4 5

POC      EXCELLENT

26. 8) TRAINING AND PLACEMENTS

Mark only one oval.

1 2 3 4 5

POOR      EXCELLENT

  
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27. 9) OPPURTUNITIES FOR LEARNING BEYOND CURRICULUM

Mark only one oval.

1 2 3 4 5

POC      EXCELLENT

28. 10) ISSUING OF TRANSCRIPTS AND ACADEMIC DOCUMENTS

Mark only one oval.

1 2 3 4 5

POC      EXCELLENT

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# Examiner's Feedback 2022-2023

\* Indicates required question

1. Name of the examiner \*

---

2. Designation and Name of the College \*

---

3. 1. Are the Assessment processes fair, transparent, and consistent across Programs and departments

*Mark only one oval.*

Yes

No

4. 2. How effectively does the college support student learning, progression and success?

*Mark only one oval.*

Excellent

Poor

  
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5. 3. Does the curriculum promote critical thinking, problem solving and application of knowledge?

*Mark only one oval.*

Yes

No

6. 4. How effective is the curriculum in preparing students for their future careers or further academic pursuits ?

*Mark only one oval.*

Excellent

Poor

7. 5. Any Suggestions

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# ALUMNI FEEDBACK

\* Indicates required question

1. NAME OF THE COLLEGE

---

2. NAME OF THE PROGRAM STUDIED \*

---

3. ACADEMIC YEAR DURING WHICH YOU COMPLETED THE PROGRAM \*

---

4. CONTACT NUMBER \*

---

5. EMAIL ID \*

---

6. DATE OF FEEDBACK FILLED \*

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*Example: January 7, 2019*

  
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## 7. 1) COLLEGE LOCATION AND CAMPUS

Mark only one oval.

1 2 3 4 5

POC      EXCELLENT

## 8. 2) STUDENT FACILITIES AND AMINITIES

Mark only one oval.

1 2 3 4 5

POC      EXCELLENT

## 9. 3) PROGRAM CURRICULUM

Mark only one oval.

1 2 3 4 5

POC      EXCELLENT

## 10. 4) TEACHING AND LEARNING RESOURCES

Mark only one oval.

1 2 3 4 5

POOR      EXCELLENT

  
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11. 5) OPPURTUNITIES FOR CO-CURRICULUM ACTIVITIES

*Mark only one oval.*

1 2 3 4 5

POC      EXCELLENT

12. 6) OPPURTUNITIES FOR EXTRA-CURRICULUM ACTIVITES

*Mark only one oval.*

1 2 3 4 5

POC      EXCELLENT

13. 7) INTERNISHIP OPPURTUNITIES

*Mark only one oval.*

1 2 3 4 5

POC      EXCELLENT

14. 8) PLACEMENT OPPURTUNITIES

*Mark only one oval.*

1 2 3 4 5

POOR      EXCELLENT

  
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## 15. 9) INNOVATION AND ENTREPRENEURSHIP OPPURTUNITIES

Mark only one oval.

1 2 3 4 5

POC      EXCELLENT

## 16. 10) ENCOURAGEMENT FOR HIGHER STUDIES

Mark only one oval.

1 2 3 4 5

POC      EXCELLENT

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**EMPLOYERS  
FEEDBACK**

**Name of the Employer:**

**Company:**

**Year:**

S.NO	ATTRIBUTE	GRADE				
		EXCELLENT	VERY GOOD	GOOD	FAIR	POOR
1.	The curriculum and syllabus provide sufficient knowledge in the area of study					
2.	Communications skills of the students are good					
3.	Curriculum and syllabus are in par with industrial standards					
4.	Students have the required managerial/leadership qualities					
5.	Curriculum initiatives taken have helped the students to attain required competency					

**Any suggestions:**

**Signature**

  
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