

Standard Operating Procedure - Feedback Analysis

Introduction

Feedback is an essential part of effective learning. Feedback received from beneficiaries like students, faculty, employers, alumni, professionals and parents on the curriculum, infrastructure, teaching learning techniques and evaluation methods, will help enhance the curriculum, ensure that best educational practice are adopted and fair distribution of resource is undertaken for effective delivery of the same. Feedback is valuable information that will be used to make important decisions.

Procedures of feedback analysis:

- **Feedback source :** Feedback will be invited from students, faculty, employers, alumni and professionals on the curriculum, infrastructure, evaluation methods and teaching learning techniques
- **Methods to obtain feedback:** Google Forms and offline forms
- **Frequency of feedback:** Feedback will be sought annually from students and teachers. Feedback will be sought randomly from alumni, employers and professionals.
- **Analysis:** Analyze feedback obtained
- NAAC criteria 1 head will submit the feedback analysis report to the Head of Department. Based on feedback analysis, means to enhance curriculum, teaching and learning processes and research will be suggested.



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- Provide advice to any committee or organizational element within Institution, academic aspects of any issue which is highlighted in the feedback.
- Action taken Report will be prepared and presented by the Head of Department to Curriculum committee and concerned higher authorities.
- Suggested revisions will be implemented and reviewed in order to monitor progress towards achieving academic goals.

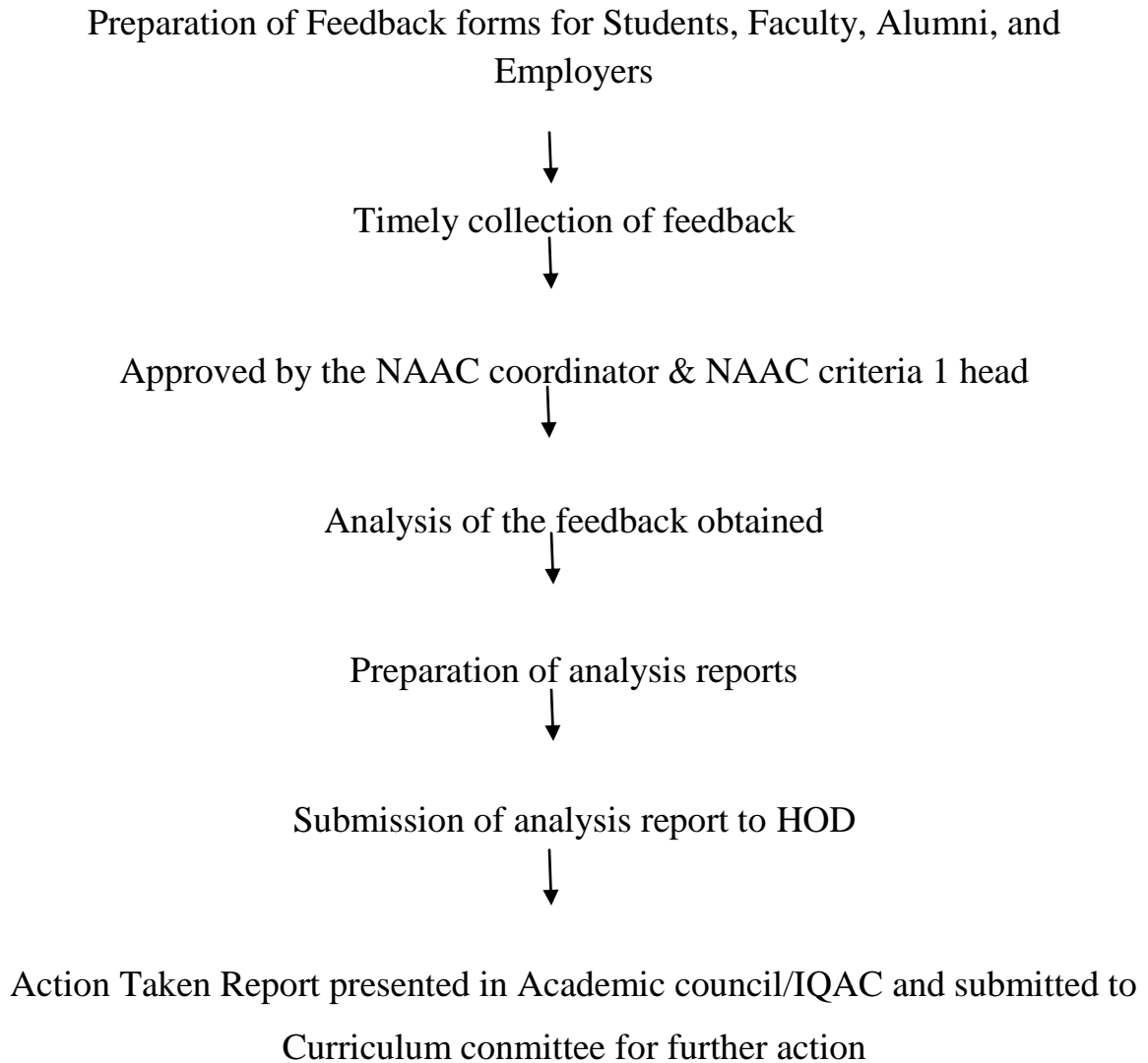
Protocols

SOP 1	Preparation of Feedback forms for Students, faculty, Alumni, Employers and Professionals
SOP 2	Collecting the feedback
SOP 3	Analysis of the Feedback
SOP 4	Action Taken Report by Curriculum committee



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Work Flow



SOP 1

Purpose: Preparation of Feedback forms for Students, faculty, Alumni, Employers and Professionals

Responsibility: NAAC Coordinator, NAAC criteria 1 head

Procedure: The feedback forms are prepared based on a multi-centric approach aimed at obtaining reviews on various aspects of the curriculum.


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SOP 2

Purpose: Collecting the feedback

Responsibility: Class Coordinators, Faculty of concerned department, Clerks of respective department

Procedure: Feedback forms are given to the coordinator. Feedback is obtained from each batch of students and faculties once a year. Feedback from Alumni and employers is obtained through Google forms and offline during meetings.

SOP 3

Purpose: Analysis of the Feedback

Responsibility: NAAC coordinator, NAAC criteria1 Head

Procedure: Feedback obtained is analyzed and bar charts are prepared. After the entire analysis, a report is prepared.

SOP 4

Purpose: Action Taken Report

Responsibility: NAAC coordinator, NAAC criteria1 Head

Procedure: Following the analysis of the obtained feedback, appropriate actions are taken based on the report of the Analysis. The analysis reports are then forwarded to the Academic council and Curriculum committee for approval. Following approval, reports will be uploaded on website.



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