D.Y. PATIL EDUCATION SOCIETY

(DEEMED TO BE UNIVERSITY) KOLHAPUR

Re-accredited by NAAC with "A" Grade

STANDARD OPERATING PROCEDURE (SOP)

FEEDBACK ON CURRICULAR AND STAKEHOLDER

D. Y. Patil Education Society
(Deemed To Be University), Kolhapur

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	Signature:		

AMENDMENT SHEET

S.N.	Section no & page. no.	Details of the amendment	Reasons	Sign. of the preparatory authority	Sig. of the approving authority

Preamble.

Feedback is an important aspect of quality improvement. A 360-degree feedback from all the stake holders is required for an all-round development. A robust system of collecting feedback, analyzing it and making decisions based on the feedback ensures participation of all the stake holders in the development of the institution.

Feedback collected on the curriculum implemented in the university is imperative to the continuous upgrading of the syllabus which will cater to the needs of the students in this ever changing world.

Therefore a SOP for collection, compilation, analysis and action on the feedback is important to ensure that the mechanism is followed diligently and the feedback is taken regularly for it to be meaningful in the enhancement of the quality education imparted by the university.

Purpose of the feedback process

1. Health science universities must follow standard operating procedure to gather inputs from stakeholders and to use them for the improvement in the quality education.
2. The process of revision and redesigning of the curriculum should taken into account the feedback provided from the stakeholders

Responsibility

The head of the College/Institute/ Centre shall be responsible for the implementation of this SOP

The College/Institution/Centre will ensure that the feedback is collected and analyzed from the following stakeholders

Sr No	Stakeholders	Frequency	Model	Mode of collection
1	Students	At the end of Semester	All students	Manual/Google forms
2	Teachers	annually	All Teachers	Manual/Google forms
3	Alumni	annually	Random sample	Manual/Google forms
4	Professionals	Annually	Random sample	Manual/Google forms
5	Proggramme Exit	At the end of the programme	All students	Manual/Google forms
6	Employers	Annually	Random Sample	Manual/Google forms

Scope

All institutes and all programs.

Principles

- To provide stakeholders with an opportunity to provide feedback. Including current students, current staff, alumni, industry partners, academic peers, and other interest groups if any.

- Feedback can be provided by the individuals on their own initiatives or in response to requests by the colleges.
- Feedback process will be systematic, rigorous and respectful of the rights of the students, staff and other stake holders.
- Mechanism of providing feedback may vary according to the needs of the college and the stakeholders involved.
- To maintain unambiguous manner, feedback question template from all stake holders on the curriculum implementation, teaching learning methods, infrastructure and learning resources.

Methodology

1. Templates of feedback forms to be taken from each stakeholder is prepared in the Google forms format
2. These templates are shared to all the students/ faculty/alumni/professional as links through email or on WhatsApp.
3. Feedback is collected digitally and is analyses with the help of the IT department
4. Feedback link will be turned off after the expiry of the specified time frame.

Methodology of faculty feedback on ERP

1. Feedback link is created in the first week of December
2. The individual faculty opens the GEMS app
3. Faculty fills the self-appraisal form
4. The self-appraisal is evaluated by the Head of the Department and gives his feedback
5. Both the faculty and the HOD feedback are evaluated by the Head of the Institution.

Responsibility of implementation

The IQAC in association with the institutional heads will be responsible for feedback collection, analysis and action suggested/taken on feedback

Heads of the institution, and heads of the department to ensure that regular timely feedback is taken, analyzed and an action taken report submitted to the IQAC

Responsibility of the institution head

1. will decide the schedule for collection of feedback from the students and the teachers keeping in mind the academic calendar
2. Feedback from alumni will be collected at the time of convocation and also through mail / WhatsApp
3. The questionnaire shall be validated by the committee before making it available to the students and teachers.
4. The questionnaire can be used either in the print format or as google sheets available through a link or after a QR code scan
5. The submitted feedback are analyzed
6. The data is represented in a graphical and tabular form and a report prepared
7. Final report is presented in the respective college council meetings by respective coordinators
8. Action taken report to be prepared by the Head of the Institute
9. The report is sent to the university IQAC.

Role of IQAC

1. To review feedback mechanism and provide suggestion over it for the revision of curriculum and improve its quality
2. To prepare consolidated report and present to Hon'ble Vice-Chancellor, then forward to the Board of Management along with the action taken report.
3. To publish appropriate report in the annual report
4. To upload the report on the university website.

level 1
heads of the institute
→
level 2
IQAC
→
level 3
BOM
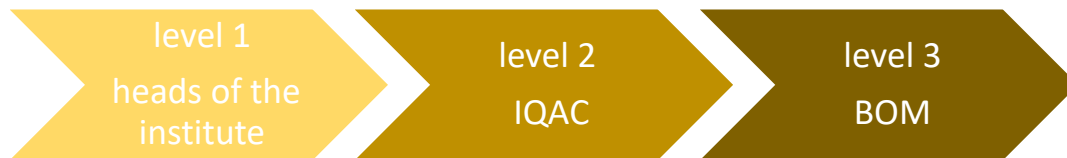
Role of IT Department

The faculty can submit their feedback online on the LMS, available on their smart phones or desktops.

The steps to be followed are

1. Login to JUNO app using the institution username and password
2. Go to the feedback section
3. Fill in the self-appraisal and submit
4. The head of the department reviews the appraisal and gives their feedback and submit
5. Both the feedbacks are reviewed by the head of the institute.

Name of the institute –

Time period of the feedback collected----

To,

The Registrar

D Y Patil Education Society

Kolhapur

Subject :- student feedback analysis on curriculum and action taken report of the academic session 20___ to 20____

Dear sir,

Head of the Institute

Action taken report

Suggestions	Recommendation	Action taken	Remarks/impact