

Standard Operating Procedure for Conduction & Analysis of Feedback

Purpose:

The purpose of this SOP is to establish a systematic, transparent, and effective process for collecting, analyzing, and acting upon student feedback in an engineering college. This ensures continuous improvement in academic quality, teaching methodologies, infrastructure, and student satisfaction.

Scope:

This SOP applies to all students, faculty involved in the feedback process across all departments and HoDs/ Principals. It covers feedback related to teaching & learning process.

Responsibilities

- **Principal:** Oversees the implementation of the SOP and ensures actionable outcomes from feedback.
- **Head of Departments (HoDs):** Coordinate feedback collection within their respective departments and address department-specific concerns.
- **Students:** Provide honest, constructive, and timely feedback.
- **Feedback Committee:** Design feedback mechanisms, analyze data, and prepare reports. This is institute level committee having structure as:
 01. Convener
 02. Coordinator: Departmental (One faculty from Each Department)

Procedure

Feedback Collection

- **Frequency:** Feedback will be collected twice per semester—mid-term (around first sessional examination) and end-term (around second sessional examination).

Methods:

- The feedback is conducted on Google form online. The link of the feedback is sent to the git-domain email id of eligible students through the dedicated mail id: gitfeedback@git-india.edu.in
- The responses are collected in the drive of above mail id.
- Student identities should be kept confidential to encourage honest responses. The respondent mail ids are not collected in the Google form.
- The feedback is collected from the students having more than 50% attendance.

- **The Questionnaire for each Subject/Faculty:**

| Sl. No. | Description | Scale of 1 to 5 | | | | |
|---------|--|-------------------------|----------------|-------------|---------------------|------------------|
| | | (1) Below Average | (2) Average | (3) Good | (4) Very Good | (5) Excellent |
| 1 | Has the Teacher covered the entire Syllabus as prescribed by the University? | | | | | |
| 2 | Has the Teacher covered relevant topics beyond the syllabus | | | | | |
| | Effectiveness of Teaching-Learning in terms of: a. Interactive classroom/ Laboratory sessions b. Use of modern teaching aids c. Use of ICT Tools | | | | | |
| 4 | Effective use of MOOCs | | | | | |
| 5 | Mentor/Guide the students to excel in his/her subject/profession/is the teacher Your Role Model | | | | | |
| 6 | Support for the development of Students' skill Practical demonstration/Hands-on training | | | | | |
| 7 | Encourages creativity, out of box thinking, innovation and queries on emerging areas | | | | | |
| 8 | Willingness to offer help and advice to students beyond the classroom and multidisciplinary areas | | | | | |
| 9 | Counseling of students to face societal and professional challenges | | | | | |
| 10 | Has the teacher shown fairness in the evaluation | | | | | |
| 11 | Punctuality in reporting & utilizing the assigned lectures/Practical | | | | | |
| 12 | The board writing/presentation is clear & visible till last benches | | | | | |

Analysis of Feedback & Preparation of Reports

- The convener downloads all the responses in excel document.
- The convener distributes the responses of a department to the coordinator of other department for the purpose of analysis of the collected data. (e.g. The computer department feedback is analyzed by Chemical department coordinator)
- The coordinator prepares the detailed report after analyzing the responses for each subject & faculty.
- Every departmental coordinator submits the reports to the convener.
- The comments/ suggestions given by students are mentioned, if any in each report. Each comment is suffixed by the no of students in bracket.
- The Convener combines all the reports & prepare consolidate report class wise & branch wise.
- The Convener submits & discusses the overall reports with the HoD & then with the Principal.

Post Analysis Actions

- The Convener collects the reports from the departmental coordinators. He prepares the summary reports of each class/subjects.
- The Convener calculates the average percentage rating of each faculty by considering the all the subject he/she taught.
- Considering the average percentage rating, the faculty is graded as per the following table:

| Sr. No. | Grading | Minimum Rating |
|---------|---------------|-----------------------|
| 1. | Excellent | $Rating \geq 90$ |
| 2. | Very Good | $75 \leq Rating < 90$ |
| 3. | Good | $60 \leq Rating < 75$ |
| 4. | Average | $50 \leq Rating < 60$ |
| 5. | Below Average | $Rating < 50$ |

- The Principal issues the Appreciation Letter for the faculty having grades Good, Very Good & Excellent. The sample format of the letter is attached as annexure 1-3.
- For the faculty having grade Average, the HoD personally interact with the faculty, discusses the weak points & measures for the improvement of teaching learning process. A letter is issued for the motivation & improvement. The sample format of the letter is attached as annexure 4.
- For the Faculty having the grade Below Average, the HoD along with the Principal discusses the performance & motivates him to improve. Also, a letter is issued to him asking for the comprehensive plan for the improvement. HoD monitors & ensures the improvement in such case. The sample format of the letter is attached as annexure 5.
- HoD counsel the faculty highlighting the weakness in some area, if any & in case of considerable comment. (e.g. Voice is very low)

Annexure 1

To,

Mr. XYZ,

Department-

Gharda Institute of Technology, Lavel.

Subject: - Your Performance during the AY 202-2 (Even Semester) based on First Students' Feedback.

Sir/Madam,

Based on First Students' Feedback, you have obtained rating as given below:

| Sr. No. | Subject | Semester | Class | Rating (%) |
|------------|-----------|----------|-------|---------------|
| 1. | Subject 1 | | | |
| 2. | Subject 2 | | | |
| 3. | Subject 3 | | | |
| Average | | | | >90 |

Your rating as mention above shows that your teaching performance is “**Excellent**”. Our Institute is pleased to appreciate your efforts & performance. Please continue in the same way to enable GIT to excel in the field of engineering education and to achieve maximum rating.

Principal

Gharda Institute of Technology

Annexure 2

To,

Mr. XYZ,

Department-

Gharda Institute of Technology, Lavel.

Subject: - Your Performance during the AY 202-2 (Even Semester) based on First Students' Feedback.

Sir/Madam,

Based on First Students' Feedback, you have obtained rating as given below:

| Sr. No. | Subject | Semester | Class | Rating (%) |
|------------|-----------|----------|-------|---------------------|
| 1. | Subject 1 | | | |
| 2. | Subject 2 | | | |
| 3. | Subject 3 | | | |
| Average | | | | Between 75 to 90 |

Your rating as mention above shows that your teaching performance is “**Very Good**”. Our Institute is pleased to appreciate your efforts & performance. Please continue in the same way to enable GIT to excel in the field of engineering education and to achieve maximum rating.

Principal

Gharda Institute of Technology

Annexure 3

To,

Mr. XYZ,

Department-

Gharda Institute of Technology, Lavel.

Subject: - Your Performance during the AY 202-2 (Even Semester) based on First Students' Feedback.

Sir/Madam,

Based on First Students' Feedback, you have obtained rating as given below:

| Sr. No. | Subject | Semester | Class | Rating (%) |
|---------|-----------|----------|-------|------------------|
| 1. | Subject 1 | | | |
| 2. | Subject 2 | | | |
| 3. | Subject 3 | | | |
| Average | | | | Between 60 to 75 |

Your rating as mention above shows that your teaching performance is “**Good**”. Our Institute is pleased to appreciate your efforts & performance. Please continue in the same way to enable GIT to excel in the field of engineering education and to achieve maximum rating.

Principal

Gharda Institute of Technology

Annexure 4

To,

Mr. XYZ,

Department

Gharda Institute of Technology, Lavel.

Subject: - Your Performance during the AY 2022-23 (Even Semester) based on First Students' Feedback.

Sir/Madam,

Based on First Students' Feedback, you have obtained rating as given below:

| Sr. No. | Subject | Semester | Class | Rating (%) |
|---------|-----------|----------|-------|------------------|
| 1. | Subject 1 | | | |
| 2. | Subject 2 | | | |
| 3. | Subject 3 | | | |
| Average | | | | Between 50 to 60 |

Your rating as mention above, shows that your teaching performance is “**Average**”, which needs to be improved to the next step i.e. Good/Very Good/ Excellent. Accordingly you are advised to work hard so as to improve your teaching performance.

Principal

Gharda Institute of Technology

Annexure 5

To,

Mr. XYZ,

Department

Gharda Institute of Technology, Lavel.

Subject: - Your Performance during the AY 2022-23 (Even Semester) based on First Students' Feedback.

Sir/Madam,

Based on First Students' Feedback, you have obtained rating as given below:

| Sr. No. | Subject | Semester | Class | Rating (%) |
|---------|-----------|----------|-------|------------|
| 1. | Subject 1 | | | |
| 2. | Subject 2 | | | |
| 3. | Subject 3 | | | |
| Average | | | | Below 50 |

Your rating as mention above, shows that your teaching performance is **“Below Average”**, suggesting the need for further improvement. We recommend focused efforts to progress. You are directed to submit and get approve an action plan in this regard.

Principal,

Gharda Institute of Technology