



SRI BALAJI VIDYAPEETH (SBV)

(Deemed to be University)

U/S3 of UGC Act 1956

Puducherry-607402

1.4.1

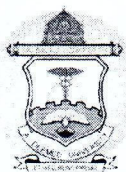
1. Standard Operating Procedure for Feedback system

(Version 1 and 2)

This document is attested from pages (1-7)


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SRI BALAJI VIDYAPEETH
(Deemed University u/s 3 of UGC ACT, 1956)
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Pillaiyarkuppam, Pondicherry-607 402.

NAAC 2020



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NH 45-A, Pillaiyarkuppam, Pondicherry-607 402.



Standard Operating Procedure

Title : Feedback Systems

Version : SBV –IQAC/SOP/Feedback /Version 1 Date : 1.6.2015

1. Purpose:

The purpose of this SOP is to outline the policy and procedure of the feedback systems in all the Constituent Colleges/Centers of Sri Balaji Vidyapeeth (Deemed to be University)


2. Scope:

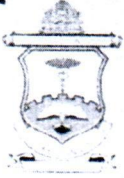
The scope of this SOP applies to the Institutional Feedback committee and Deans/ Principals/ Directors of the constituent Colleges/ Centres of Sri Balaji Vidyapeeth. The stakeholders include students, alumni, teachers, professionals and employers for Curriculum /Syllabi.

For any other type of feedback the same SOP can be utilised as needed.

3. Responsibility:

- The overall responsibility for this process lies with the Heads of the Institutions/ Centres
- Under the Heads there will be a functional working committee
- The working committee will collect the feedback in Paper based format
- At least 50% responses should be collected for the feedback to be valid and reliable
- The collected feedback responses must be analysed by the working committee and the Action taken reports are raised in coordination with the Heads of the Institute/Centres.
- The reports must be shared with the IQAC of the university for further course of actions


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UNIVERSITY

Declared u/s 3 of UGC Act 1956

INTERNAL QUALITY ASSURANCE CELL

4. Implementation of procedure

- The implementation is overseen by the Heads of the Institution/ Centres
- The course corrections required at the institute level is also implemented by the Heads of the Institution/ Centres.

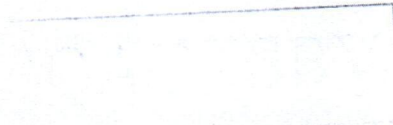
Prepared & Checked

IQAC, SBV

Prof. David Livingstone

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Members - Feedback Steering Committee, SBV



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STANDARD OPERATING PROCEDURE (SOP)

TITLE: FEEDBACK SYSTEMS

Version: SOP/SBV-IQAC/Feedback/ Ver.2

Dated: 18.6.2019.

1.0 Purpose

The purpose of this SOP is to outline the policy, process and activities related to feedback systems in all the constituent colleges/centers of Sri Balaji Vidyapeeth.

2.0 Scope

This SOP applies to the Institutional Feedback Committee and Deans/ Principals/ Directors of the constituent colleges/ centers of Sri Balaji Vidyapeeth.

3.0 Responsibility

3.1.1. The Heads of the Institutions/ Centers shall be responsible for forming a working group/ Feedback Committee. They shall also be responsible to take actions based on the feedback obtained and ensure that it is reported to the IQAC and uploaded in the institutional website.

3.1.2 The Feedback Committee shall be responsible for obtaining the feedback from all the stakeholders, periodically, in the online/ paper form, analyze the responses and submit to the Heads of the Institutions/ Centers for further action.

3.1.3 The Alumni Associations of the respective institutes along with the institutional Feedback Committee, shall be responsible for obtaining the feedback from Alumni and the Employers of graduates of SBV.

3.1.4 The Committee supervising the clinical and hospital services, along with the institutional Feedback Committee, shall be responsible for obtaining the patients' feedback periodically.

3.1.5 The office staff/ Institutional IQAC coordinators of all concerned Institutions and centers shall be responsible for submitting the action taken report along with data template and the feedback analysis report to the IQAC periodically.

3.1.6 The faculty shall be responsible to motivate the students to provide genuine feedback.

4.0 Policy and procedures

4.1.1. The feedback will be collected as follows:

- Students will provide periodical feedback on lecture classes/ clinical postings / subject/ teachers/ curriculum and syllabi/ campus facilities.
- Teachers/ Alumni/ Employers/ Professionals/ Parents will provide periodical feedback on curriculum and syllabi and the students support services.
- Patients will provide periodical feedback on clinical services

4.1.2. Feedback on curriculum and syllabi from students, teachers, employers, professionals and alumni must be done using a common template provided by the IQAC-SBV. Other feedbacks as mentioned above shall be done in the institutional format.

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STANDARD OPERATING PROCEDURE (SOP)

TITLE: FEEDBACK SYSTEMS

- 4.1.3. All feedbacks on curriculum and syllabus, must be obtained in an online form. The patients feedback can be in the paper format/ online format.
- 4.1.4. At least 50% of response rate must be obtained for any feedback.
- 4.1.5. Strict confidentiality shall be maintained regarding the respondent's identity. The respondent may choose to remain anonymous.
- 4.1.6. Feedbacks obtained shall be analyzed and appropriate actions shall be taken at the departmental/ institutional level.
- 4.1.7. The analysis and the Action-Taken-Report (ATR) shall be documented in the format provided by IQAC - SBV
- 4.1.8 Actions to be taken at the University level shall be complied by the IQAC in Consultation with the respective Heads of the Institutions/Centers and the same shall be submitted to the BOM.
- 4.1.9. The analysis and ATR shall be uploaded to a separate URL in the Institutional/ University website as well as submitted to NAAC through AQAR (Annual Quality Assurance Report).

5.0 Feedback Schedule

Feedback type	Stakeholder	Schedule
Students on lecture classes	UG students	After the theory classes
Students on clinical postings	UG/ PG students	After completion of clinical posting
Students on Teachers	UG/ PG students	Annually/ semester-wise/ as decided by the Head of the Institute.
Students on curriculum and syllabi	UG/ PG students	At the end of the program
Students on the subject	UG/ PG students	At the end of each year/ semester after exams
Teachers on curriculum and syllabi	Teachers	Annually/ before the Board of Studies meeting for revision
Alumni's feedback on curriculum and syllabi	Alumni	During annual alumni meet by the Alumni association
Employers feedback on curriculum and syllabi	Employers	Annually / as decided by the Head of the institution/ center
Parents feedback	Parents	Obtained during Parent-teachers meeting
Patients' feedback on clinical services	Patients	Exit feedback at random from patients in the OPD/ In-patients



**STANDARD OPERATING PROCEDURE
(SOP)**

TITLE: FEEDBACK SYSTEMS



6.1 Student Satisfaction Survey

6.1.1. Student Satisfaction Survey shall be done by the IQAC -SBV, in collaboration with the Feedback committee.

6.1.2. The survey shall be done Online

6.1.3. The survey shall be done annually/ biannually at the university level.

6.1.4. Analyzed report shall be shared with the Heads of the institutes/ centers and to the Vice-Chancellor for remedial actions to be taken.

7.0 : References:

- Standard structured feedback form from IQAC-SBV on curriculum and syllabi from students, teachers, professional, employers and alumni.
- Standard format for Data template, Feedback analysis report and Action-taken report (ATR)

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