POLICY & STANDARD OPERATING PROCEDURE FOR STUDENT FEEDBACK ON TEACHING-LEARNING PROCESS

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Applicable to	:	All internal and external stakeholders of AMGOI
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Reviewed By	:	Dean, IQAC
Approved By	:	Director & Campus Director, AMGOI

1. Purpose

The purpose of this Policy is to establish a systematic, transparent and periodic mechanism for collecting, analyzing and acting upon students' feedback on the teaching-learning process at Ashokrao Mane Group of Institutions (AMGOI). The feedback shall be used as an important input for assessing the effectiveness of teaching methodologies, identifying areas for improvement, recognizing teaching excellence and continuously enhancing the quality of academic delivery.

2. Objectives

1. To obtain structured student feedback on the teaching-learning process and the effectiveness of faculty members.
2. To collect feedback twice in every semester through the institutional Management Information System (MIS) or an approved online mechanism.
3. To assess teaching practices using uniform criteria covering punctuality, subject knowledge, communication, teaching methods, syllabus coverage, classroom management and student interaction.
4. To analyse feedback at department and institute levels and communicate the findings to the concerned authorities.
5. To recognise faculty members demonstrating teaching excellence through appropriate appreciation.
6. To identify faculty members requiring support and implement counselling and corrective measures for continuous improvement.
7. To maintain documented records of feedback, analysis, action taken and review for IQAC and institutional quality assurance.

3. Scope

This Policy applies to all academic departments, programmes, faculty members and students of AMGOI. It covers student feedback relating to classroom teaching, practical/laboratory teaching and other applicable teaching-learning activities conducted during a semester. The process shall be coordinated at institute level and implemented at department level.

4. Definitions

1. Student Feedback: A structured response provided by students to evaluate the teaching-learning process and faculty teaching practices.
2. Central Feedback Coordinator: The faculty member assigned at institute level to coordinate the feedback process, monitor implementation and consolidate reports.
3. Department Feedback Coordinator: The faculty member nominated by the respective Head of Department to coordinate feedback activities within the department.
4. Feedback Cycle: One complete process of feedback collection, analysis, communication and follow-up during a semester.
5. Feedback Rating: The score assigned by students against the questions/criteria in the approved feedback questionnaire.
6. Corrective Action: Guidance, counselling or other improvement measures undertaken in response to feedback findings.

5. Policy Guidelines

5.1 Periodicity of Feedback: Student feedback shall be collected twice in every semester. The feedback cycle shall normally be scheduled after the CA-1 examination and before the CA-2 examination, approximately 12 weeks into the semester, with the second cycle as per the academic calendar/instructions issued by the Institute.

5.2 Mode of Collection: Feedback shall be collected online through the institutional MIS system or another institute-approved digital platform.

5.3 Questionnaire: The approved feedback questionnaire shall be communicated and explained to participating students. Students shall be enabled to express their opinions using the prescribed rating scale: Excellent, Very Good, Satisfactory and Poor, or the corresponding numerical scale in the MIS.

5.4 Assessment Criteria: Faculty members shall be assessed on punctuality, subject knowledge, communication skills, use of examples/demonstrations/teaching aids/methods/tools, teaching with respect to examination requirements, interaction and doubt-solving, syllabus coverage within the prescribed period, classroom management and ability to convey subject matter effectively.

5.5 Rating and Analysis: The overall rating scale shall be 0 to 5 for each question, as configured in the approved questionnaire/MIS. Feedback shall be converted into a unique score and analysed by the designated coordinators.

5.6 Confidentiality and Fairness: Feedback shall be used constructively for academic quality improvement. Students shall be encouraged to provide honest, respectful and objective responses. Feedback records and reports shall be handled by authorised personnel and shared only with the concerned authorities for legitimate institutional purposes.

5.7 Recognition of Teaching Excellence: Faculty members securing an overall feedback rating exceeding 4.5 shall be recognised by the Head of Department through a Letter of Appreciation, as per the institute's approval and applicable procedure.

5.8 Improvement and Corrective Measures: Faculty members securing an overall rating below 3.5 shall be considered for counselling and corrective measures. The concerned authorities shall discuss areas of improvement and communicate specific expectations for the next feedback cycle.

5.9 Record Maintenance: The Central Feedback Coordinator and Department Feedback Coordinators shall maintain feedback schedules, completion status, consolidated reports, analysis, appreciation records, counselling/action-taken records and evidence of follow-up.

6. Roles and Responsibilities

A. Director / Campus Director: Provide institutional direction and oversight, review consolidated feedback outcomes and facilitate necessary academic improvement measures.

B. Dean Academics: Review feedback analysis with the Director and concerned HoDs, guide academic interventions and monitor implementation of corrective measures.

C. Dean IQAC: Monitor implementation of the Policy, review records and action-taken reports, and use feedback outcomes as inputs for quality assurance and continuous improvement.

D. Central Feedback Coordinator: Coordinate the institute-level feedback process, communicate the schedule and instructions, monitor department-wise completion, consolidate feedback analysis reports and submit them to the competent authorities.

E. Heads of Departments (HoDs): Ensure timely feedback collection in the department, nominate/guide the Department Feedback Coordinator, review faculty-wise analysis, communicate findings and monitor recognition and corrective actions.

F. Department Feedback Coordinator: Assist the HoD in communicating the process, explaining the questionnaire to students, monitoring online feedback completion and preparing/submitting department-level reports.

G. Faculty Members: Encourage students to participate objectively, cooperate with the feedback process, review communicated feedback constructively and implement agreed improvement measures.

H. Students: Submit feedback honestly, fairly and within the announced schedule, based on their actual learning experience and the stated assessment criteria.

7. Review and Revision of Policy

The Policy shall be reviewed at least once every three years or earlier if required due to changes in academic regulations, institutional processes, feedback systems, IQAC requirements or findings from internal reviews. Dean IQAC shall coordinate the review with the Central Feedback Coordinator, Dean Academics and Heads of Departments. Proposed amendments shall be documented and submitted to the competent authority for approval. IQAC shall maintain the approved version, revision history and records of superseded versions.

8. Annexures/Supporting Documents

- Annexure A – Approved Student Feedback Questionnaire on Teaching-Learning Process.
- Annexure B – Faculty-wise and Department-wise Feedback Analysis Report.
- Annexure C – Faculty Appreciation / Letter of Appreciation Record.
- Annexure D – Faculty Counselling, Improvement and Corrective Action Record.
- Annexure E – Feedback Action-Taken Report and Follow-up Review Format.

The annexures shall be maintained as controlled formats by IQAC / the Central Feedback Coordinator. The questionnaire, rating scale and reporting formats shall be approved by the competent authority and communicated to all departments.

9. Standard Operating Procedure (SOP)

1. **Annual/Semester Planning:** The Central Feedback Coordinator shall prepare and communicate the feedback schedule for each semester in coordination with Dean Academics and IQAC.
2. **Nomination of Coordinators:** Each department shall identify a Department Feedback Coordinator to assist the HoD in implementing the feedback process.
3. **Questionnaire Communication:** The approved questionnaire and instructions shall be shared with students. The purpose and rating criteria shall be explained before feedback collection.
4. **Feedback Collection:** Students shall submit feedback online through MIS during the notified period. Feedback shall be collected twice in each semester.
5. **Monitoring of Submission:** Department Feedback Coordinators shall monitor student participation and completion status and coordinate with the Central Feedback Coordinator to address technical or procedural issues.
6. **Department-level Review:** After the feedback window closes, the feedback data shall be compiled and initially analysed by the concerned HoD.
7. **Institute-level Analysis:** The Central Feedback Coordinator shall prepare the consolidated feedback analysis report and submit it to the respective HoDs and the committee/authorities comprising Dean Academics and Director for review.
8. **Communication of Findings**: Relevant feedback findings shall be communicated to concerned faculty members through the HoD/competent authority in a constructive and confidential manner.
9. **Recognition:** Faculty members with an overall rating exceeding 4.5 shall be considered for a Letter of Appreciation from the Head of Department, subject to institutional procedure.
10. **Counselling and Corrective Action:** Faculty members with an overall rating below 3.5 shall be considered for counselling and corrective measures. A discussion involving the Director, Vice Principal, Dean Academics, HoD and concerned faculty member shall be held, as applicable.
11. **Improvement Plan:** Areas such as subject preparation, communication, teaching methodology, classroom management, syllabus coverage and student interaction shall be discussed. Specific improvement expectations shall be communicated for the next feedback cycle.
12. **Follow-up:** The HoD and Department Feedback Coordinator shall review progress in the subsequent feedback cycle and document the action taken.
13. **Record Submission:** The Central Feedback Coordinator shall preserve consolidated reports and submit relevant records to IQAC for monitoring, audit and institutional review.

10. Monitoring, Reporting and Non Compliance

- The Central Feedback Coordinator shall monitor completion of feedback collection across all departments for each cycle.
- HoDs shall verify department-level feedback analysis and ensure that required follow-up actions are documented.
- Dean IQAC / Dean Academics shall review consolidated reports and the status of improvement measures.
- Any delay, incomplete feedback process or failure to submit required reports shall be brought to the notice of the concerned HoD and escalated to the competent authority where necessary.
- Non-compliance shall be recorded and corrective instructions shall be issued by the competent authority. Repeated non-compliance may be dealt with as per institutional rules.

11. Implementation Checklist

- Central Feedback Coordinator and Department Feedback Coordinators identified.
- Approved questionnaire and rating scale communicated to all departments.
- Semester-wise feedback schedule notified and feedback collected twice through MIS/approved online platform.
- Department-wise and faculty-wise feedback analysis completed and submitted.
- Faculty ratings exceeding 4.5 reviewed for appreciation.
- Faculty ratings below 3.5 reviewed for counselling and corrective measures.
- Improvement actions and follow-up status documented in the subsequent feedback cycle.
- Feedback records and action-taken reports submitted to IQAC and preserved for institutional review.

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