



**KRISHNA  
VISHWA  
VIDYAPEETH**

(Deemed to be University)

Knowledge • Innovation • Excellence

# **STANDARD OPERATING PROCEDURE**

## **Feedback**

## Table of Contents

(Click to follow the link)

Preamble.....	3
Members & Responsibilities .....	4
Questionnaire Design.....	6
Objective.....	6
Target Respondents.....	6
Method of collecting feedback .....	6
Question content and wording.....	6
Piloting the questionnaire.....	6
Finalization.....	6
Revision .....	7
Analysis & Interpretation .....	7
Feedback Process Flowchart.....	8
Feedback Process Timeline .....	9
Annexure - Feedback Forms .....	10

## Preamble

Krishna Vishwa Vidyapeeth (Deemed to be University), Karad [KVV(DU)] erstwhile Krishna Institute of Medical Sciences “Deemed to Be” University (KIMSDU) offers need based curriculum to the students providing a holistic learning experience reflecting the institution’s vision and mission of academic excellence, spiritual vitality and social relevance with an initiative to drive entrepreneurial capability and harnessing innovation from an educator's perspective.

The university has well defined procedure for design, development and revision of curriculum as continuous process to achieve the necessary programme outcomes and course outcomes that are adhered with strict compliance to the regulatory bodies. KVV(DU) also has state of art infrastructure with adequate physical facilities for curriculum implementation, teaching-learning and skill acquisition, as stipulated by appropriate regulatory authorities.

For the above, KVV(DU) has received many accolades and accreditations. Our success is a reflection of our stakeholders’ success. An extremely important tenet of achieving this excellence is utilizing feedback from various stakeholders for improving and updating the quality of education we provide and thereby achieving our academic goals. Hence, we have a mechanism in place for taking structured feedback from various stakeholders, as stipulated by National Assessment and Accreditation Council (NAAC).

## Members & Responsibilities

- **IQAC Director**
  - Overall in-charge of feedback process of University
  - Prepares Standard Operating Procedure for Feedback
  - Prepares feedback questionnaires
  - Approves members appointed by respective faculties for taking feedback along with their responsibilities
  - Prepares feedback analysis report and forwards to Academic Council and Board of Management with remarks / remedial actions
  - Approves Action Taken Report on Feedback and forwards to Academic Council and Board of Management with remarks / remedial actions
  
- **Dean**
  - Overall in-charge of feedback process of concerned faculty
  - Overviews the process of making feedback questionnaires
  - Appoints members and nodal officers for taking feedback
  - Delineates each member's / officer's responsibilities
  - Ensures timely collection and analysis of feedback
  - Approves feedback analysis report and prepares the Action Taken Report in the College Council Meeting
  - Recommends actions to be taken by concerned departments' Board of Studies meeting
  - Forwards the final Feedback Analysis Report with Action Taken Report with Supporting Documents to Academic Council / IQAC
  
- **IQAC (College Level)**
  - Reports the progress of feedback to College Dean
  - Resolves issues in taking feedback by consulting concerned in-charge
  - Ensures timely collection and analysis of feedback
  - Recommends feasible actions to be taken for suggestions received from feedback
  
- **Criterion I Convener (University)**
  - Reports to IQAC Director
  - Keeps track of the progress in taking feedback by all faculties
  - Resolves issues in taking feedback by consulting concerned in-charge
  - Ensures timely collection and analysis of feedback
  
- **Criterion I Convener (College Level)**
  - Reports to University Criterion I Convener, IQAC (College Level) and Faculty Dean
  - Keeps track of the progress in taking feedback
  - Resolves issues in taking feedback by consulting concerned in-charge
  - Encourages Nodal Officers for timely collection of feedback
  - Resolves issues and disputes, if any, among Nodal Officers
  
- **Feedback Convener (University)**
  - Reports to all College Level IQAC
  - Coordinates the preparation of questionnaires
  - Collects initial contact details of all concerned stakeholders from Nodal Officers

- Implements online feedback system in coordination with the Electronic Data Processing (EDP) Manager
  - Ensures timely collection and analysis of feedback responses
  - Resolves technical issues in coordination with the EDP Manager
  - Anonymizes feedback responses and shares with respective faculties for further processing
  - Prepares and compiles university feedback analysis report and action taken report
  - Ensures feedback analysis report and action taken report are uploaded to institute's website with the help of EDP Manager
- **Nodal Officer (College Level)**
- Reports to Feedback Convener, Criterion I Convener (University), IQAC (College Level), Dean
  - Compiles initial contact details of all concerned stakeholders
  - Ensures timely collection and analysis of feedback responses
  - Shares anonymized feedback received from Feedback Convener with concerned college authorities at the College Council Meeting
  - Helps in the preparation of the concerned faculty's feedback analysis report and action taken report
  - Coordinates with concerned personnel for preparing the supporting documents
- **EDP Manager**
- Collects initial contact details of all concerned stakeholders from all Nodal Officers (College Level)
  - Implements online feedback system in coordination with the Feedback Convener
  - Anonymizes feedback responses and shares with respective faculties for further processing
  - Helps in the preparation and compilation of university feedback analysis report
  - Ensures feedback analysis report and action taken report are uploaded to institute's website with the help of Feedback Convener

# Questionnaire Design

## Objective

Feedback on curricular aspects to be taken periodically for assessing and improving the curriculum based on the primary objective of achieving the academic goals of the University.

## Target Respondents

Feedback on curricular aspects are taken from the following 5 stakeholders, as notified by National Assessment and Accreditation Council:

- Students
- Teachers
- Alumni
- Professionals
- Employers

Stakeholders may be modified as per the latest recommendations from University and/or any other competent authority, from time to time.

## Method of collecting feedback

Exclusive online mode of feedback collection has been instituted in the University since academic year 2018-19 in view of the following advantages:

- Easy Deployment
- Faster Analysis
- Reduced Cost
- Less Manpower requirement
- Better Response Rates

The same to be continued using such online platforms, as decided by University and/or such other competent authorities, so as to ensure data security and privacy. To ensure uniformity and anonymity, only Feedback Convener and EDP Manager to have direct access to all response sheets. Data such collected to be anonymized before sharing with respective Nodal Officers and Faculties.

## Question content and wording

An expert panel comprising of the IQAC Director, Deans of all faculties, IQAC (College Level), Criterion I Conveners (University & Colleges) and Feedback Convener should prepare a draft questionnaire based on extant guidelines, recommendations and needs. The following guidelines are to be followed for the same:

- Closed-ended with Scaled Response questions, like Likert Scale, to ensure ease of response collection and analysis
- Minimal open-ended questions to allow stakeholders to submit remarks and suggestions for improvement in their own words

## Piloting the questionnaire

After deciding the content, wording and flow of questions, the questionnaire should undergo a pilot test to a representative sample of all concerned stakeholders to ensure appropriateness of wording, order, ease of understanding and adequacy of instructions in the feedback questionnaire.

## Finalization

After revision based on the pilot test, the questionnaires should be finalized and requisite approval to be taken from the Academic Council and Board of Management.

## Revision

The questionnaire may undergo revision as per the recommendations of the University and/or other relevant competent authorities. The process of revising the questionnaires will be the same as listed above.

## Analysis & Interpretation

Likert scaled response questions to be employed, as below:

- Excellent - 5
- Very Good - 4
- Good - 3
- Average - 2
- Poor - 1

The same to be analyzed and interpreted as follows:

- 'Excellent' + 'Very Good' + 'Good' = Total of all 3 comprising more than 75% of all responses be considered as favorable
- Most common response (Mode) = Equal to or greater than 3 (Good) be considered as favorable

Interpretation and Analysis of yearly feedback of all stakeholders to be uploaded on the institute website's dedicated URL for feedback for public access.

Analysis and interpretation may be modified as per latest changes in questionnaire and SOP as directed by University and/or other competent authority.

## Feedback Process Flowchart





## Feedback Process Timeline

Sr No	Process	Timeline
<b>Feedback Collection</b>		
1	Students' Feedback	End of Academic Year <i>(For 2 weeks)</i>
2	Teachers' Feedback	End of Academic Year <i>(For 2 weeks)</i>
3	Alumni Feedback	All year round
4	Professionals' Feedback	Immediate – All year round <i>(eg., Following Board of Studies meeting, Exam duty, etc.)</i>
5	Employers' Feedback	All year round
<b>Feedback Analysis</b>		
1	Initial response compilation, anonymization and sharing to individual faculties	Within 2 weeks of ending response collection
2	College Council Meeting & Action Taken Report (faculty-wise)	Next scheduled meeting of individual faculty College Council Meeting
3	Further processing of Feedback Analysis Report and Action Taken Report	Next scheduled meeting of Board of Studies, Joint College Council, Academic Council, IQAC Meeting and Board of Management <i>(as applicable)</i>

## Annexure - Feedback Forms

- Students' Feedback Form 2022-23 – <https://feedback.kimskarad.in/7/>
- Teachers' Feedback Form 2022-23 - <https://feedback.kimskarad.in/9/>
- Alumni Feedback Form 2022-23 - <https://feedback.kimskarad.in/10/>
- Professionals' Feedback Form 2022-23 - <https://feedback.kimskarad.in/8/>
- Employers' Feedback Form 2022-23 - <https://feedback.kimskarad.in/11/>