

**STANDARD OPERATING PROCEDURE FOR IMPLEMENTATION
OF
POLICY ON FEEDBACK**

For successful implementation of the stated policy on Feedback, standard procedures divided under below given six steps shall be followed:

- i. Constitution of Department Level Feedback Committees
- ii. Collection of Feedback from Stakeholders
- iii. Collation and compilations of Feedback Reports
- iv. Analysis of Feedback Reports
- v. Action Taken Reports
- vi. Final Review of ATRs

1. Constitution of Department Level Feedback Committees

The respective Head of the departments shall constitute and notify the feedback committee in the beginning of the Academic Year with their roles and responsibility for coordinating the collections of feedback from stakeholders, collations, compilations and analysis of reports.

The proposed constitution of the committee at the department level shall be as under:

- Overall Feedback Coordinator of the department
- Departmental Placement Coordinator
- Departmental Alumni Coordinator

However, HoD may induct more member(s) for effective execution, if required based on the strength of the students in the departments.

2. Collection of Feedback from Stakeholders

The Student Course Feedback with regards to content delivery and teacher shall be taken twice in a semester preferably during the conduct of two Sessional tests. The exercise shall be coordinated by the designated Departmental Overall Feedback Coordinator by associating the faculty members/appointed invigilators during Sessional tests.

For Annual 360° Students' Feedback covering students' broader experience about their studies and curriculum and available generic facilities in the campus, the designated Departmental Overall Feedback Coordinator shall associate the other faculty mentors of the department to collect the feedback from students preferably during their end semester practical examinations.

The Faculty Feedback with regards to Teaching Learning Processes and Curricular aspects, the designated Departmental Overall Feedback Coordinator shall collect the feedback of the faculty members associated in teaching the different courses during the academic year at the end of academic year.

For collecting the feedback from Alumni and employers, respective designated alumni coordinator and placement coordinator of the department in association with CRC shall collect the feedback as and when the alumni visits or employers visit the campus or by connecting with them personally on annual basis. The formats to be used for collecting the feedback from different stakeholders are attached as **Annexure B (i to v)**

3. Collation and compilations of Feedback Reports

The collation and compilation of all the feedback reports shall be done by the Departmental Feedback Committee on annual basis after the end of every even semester except for Student Course Feedback on delivery of contents, which shall be compiled after the end of two Sessional tests in a semester and the compiled report shall be submitted to the respective HoD accordingly.

4. Analysis of Feedback Reports

After the receipt of the feedback reports, the analysis of the compiled reports of Students Course Feedback of Content Delivery, Annual 360° Students' Feedback and Faculty Feedback shall be carried out under the respective HoD by associating Department Academic Committee and for by associating respective coordinators for rest of feedback reports.

The analysis part of feedback in respect of curriculum in the feedback reports by the stakeholders along with compiled summary of suggestions made shall be shared by the respective HoD annually to the Member Secretary of central level Committee for "Feedback on Curricula" constituted by the Vice Chancellor of the University for its further deliberations. The Committee for "Feedback on Curricula" shall then forward its consolidated reports to IQAC for its perusal, review and further recommendations.

The analysis part of the feedback reports in respect of the generic facilities of the campus shall be directly forwarded by the respective HoDs after consultation with respective Deans of Faculties to the IQAC for its perusal, review and further recommendations.

5. Action Taken Reports

After review by the members of IQAC, it shall forward its recommendations to the respective HoDs, administrative sections for taking further necessary actions as applicable. The IQAC may advise the respective HoDs for considerations of its final consolidated reports and recommendations in their respective BoS. The BoS may give its further recommendations in respect of new courses to be introduced or for any change in the courses for its final approval by Academic Council.

If required, IQAC may forward its recommendations to the Board of Management of the University for its Final Approval and further directions.

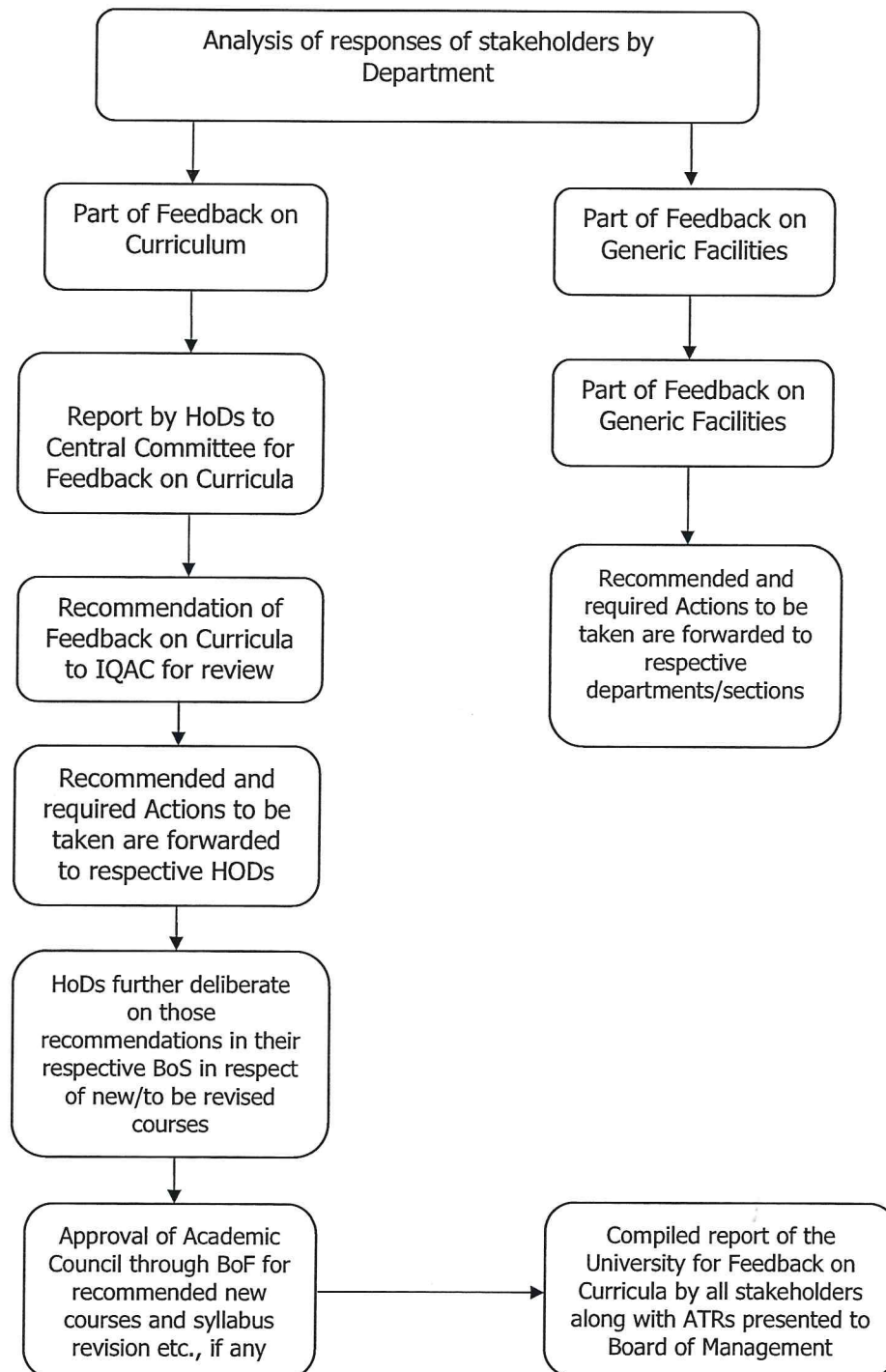
All the HoDs shall prepare and submit the Annual Feedback Reports of their respective departments along with ATRs to IQAC for its review.

6. Final Review of ATRs

The consolidated Annual Reports on Feedback with ATRs shall be finally submitted by the HoDs to IQAC for its review. All the HoDs shall preserve the copy of the same as per provision in the stated policy.

The detailed feedback report compiled on the basis of feedback received from all the stakeholders, its analysis report with recommendations/suggestions along with action taken thereon shall finally be presented before the Board of Management for its perusal and further directions, if any.

After constitution of the feedback committees by the departments, the complete process flow to be followed for the feedback processes to close the loop has been depicted below:



The above-stated Standard Operating Procedures for Feedback shall remain operational and valid till the Policy of Feedback of the University is revised.

Manav Rachna International Institute of Research & Studies

(Deemed to be University under Section 3 of the UGC Act, 1956)

(NAAC Accredited 'A' Grade)

Sector-43, Delhi-Surajkund Road, Faridabad.

Student Feedback

1. Name:	2. Roll No:
3. Program:	4. Batch:
5. Semester:	6. CGPA till present semester:
7. Institutional Email Id:	8. Phone No.:

S.No.	Please rate the following	Rating				
		Outstanding	Very Good	Good	Average	Below Average
A. Feedback on curriculum						
1	Suitability of present curriculum towards program					
2	Relevance of courses taught in terms of futuristic technologies					
3	Technical and soft skills acquired for multidisciplinary real-life situations					
4	Balance between theory and lab-based courses					
5	Aptness of training / projects & research work undertaken					
6	Pedagogical initiatives (Effective use of ICT Tools)					
7	Availability of learning resources (Library, e-contents)					
8	Infrastructure (Class rooms, Labs etc.) for effective curriculum delivery					
9	Academic Flexibility (Choice Based Credit System)					
10	Outcome Based Education & Lifelong Learning					
11	Aptness of examination pattern and evaluation scheme					
12	Competence in critical thinking, problem solving and creativity acquired through curriculum					

13	Slice of industry component / interaction in curriculum					
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B. Feedback on Generic Facilities

S.No.	Please rate the following	Rating				
		Outstanding	Very Good	Good	Average	Below Average
1	Computer & Internet					
2	Health Care					
3	Teaching & Learning support					
4	Mentor-Mentee relation					
5	Administrative support					
6	ERP/EMS support					
7	Training & Placement support					
8	Extra-curricular initiatives					
9	Sports					
10	Discipline & Culture					
11	Canteens & Food courts					
12	Hostel (if applicable)					

Highlight your achievements

1.Placement/Higher Studies:

2. Academics:

3. Extra-Curricular :

Suggestion for improvement: _____

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Faculty Feedback

1. Name:

2. Designation:

3. Department:

4. Teaching Experience:

5. Research/Industry Experience:

6. Field of Specialization:

S.No.	Please rate the following	Rating				
		Outstanding	Very Good	Good	Average	Below Average
1	Suitability of present curriculum towards program					
2	Relevance of courses taught in terms of futuristic technologies					
3	Overall effectiveness of syllabus in meeting research and industry demands					
4	Balance between theory and lab based courses					
5	Capability of current curriculum to challenge and widen your knowledge and perspective in subject area					
6	Availability of learning resources (Library, e-contents)					
7	Infrastructure (Class rooms, Labs etc.) for effective curriculum delivery					
8	Academic Flexibility (Choice Based Credit System)					
9	Outcome Based Education & Lifelong Learning					
10	Aptness of examination pattern and evaluation scheme					
11	Your involvement in curriculum enrichment					
12	Slice of industry component / interaction in curriculum					
13	Freedom to opt new techniques/ strategies in teaching					

Suggestion for improvement: _____

SignatureDate:

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Alumni Feedback

1. Name:	2. Roll No:
3. Program:	4. Batch:
5. Current Organization / Occupation:	6. Designation:
7. Email Id:	8. Phone No.:

S.No.	Please rate the following	Rating				
		Outstanding	Very Good	Good	Average	Below Average
1	Suitability of present curriculum towards program					
2	Relevance of courses taught in terms of futuristic technologies					
3	Technical and soft skills acquired multidisciplinary real-life situations					
4	Balance between theory and lab-based courses					
5	Aptness of training / projects & research work undertaken					
6	Pedagogical initiatives (Effective use of ICT Tools)					
7	Availability of learning resources (Library, e-contents)					
8	Infrastructure (Class rooms, Labs etc.) for effective curriculum delivery					
9	Academic Flexibility (Choice Based Credit System)					
10	Outcome Based Education & Lifelong Learning					
11	Aptness of examination pattern and evaluation scheme					
12	Competence in critical thinking, problem solving and creativity acquired through curriculum					
13	Slice of industry component / interaction in curriculum					

Highlight your achievements

1. Placement/Higher Studies:

2. Academics:

3. Extra-Curricular :

Suggestion for improvement: _____

Signature: _____

Date: _____

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Employer Feedback

1. Name:

2. Organization:

3. Designation:

4. Email Id:

5. Phone No:

S. No	Please rate the following	Rating				
		Outstanding	Very Good	Good	Average	Below Average
1	Aptness of university curriculum for the present job.					
2	Relevance of courses taught in terms of futuristic technologies					
3	Technical and soft skills acquired multidisciplinary real life situations					
4	Balance between theory and lab based courses					
5	Aptness of training / projects & research work undertaken					
6	Outcome Based Education & Lifelong Learning					
7	Competence in critical thinking, problem solving and creativity acquire through curriculum					
8	Slice of industry component / interaction in curriculum					
9	Team Spirit & leadership skills					
10	Relationship with seniors/ peers/ subordinates					
11	Inclination towards organizational goals					
12	Discipline					
13	Responsible citizen					

Suggestion for bridging industry-academia gap for empowering students job readiness

Reasons for recruiting Manav Rachna students _____

Signature

Date:

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Parents Feedback

1. Name: 3. Designation: 5. Phone No: 7. Program:	2. Organization / Occupation: 4. Email Id: 6. Name of your ward: 8. Batch:
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S.No.	Please rate the following	Rating				
		Outstanding	Very Good	Good	Average	Below Average
1	Suitability of present curriculum towards program					
2	Relevance of courses taught in terms of futuristic technologies					
3	Technical and soft skills acquired multidisciplinary real life situations					
4	Balance between theory and lab based courses					
5	Pedagogical initiatives (Effective use of ICT Tools)					
6	Availability of learning resources (Library, e-contents)					
7	Infrastructure (Class rooms, Labs etc.) for effective curriculum delivery					
8	Academic Flexibility (Choice Based Credit System)					
9	Outcome Based Education & Lifelong Learning					
10	Aptness of examination pattern and evaluation scheme					
11	Competence in critical thinking, problem solving and creativity acquired through curriculum					
12	Discipline & Culture					
13	Career guidance & placement					
14	Connect with the institute					

Suggestion for improvement: _____

Signature
Date: