STANDARD OPERATING PROCEDURE
Feedback

Krishna Institute of Medical Sciences
"Deemed to be" University, Karad

Table of Contents
(Click to follow the link)

DR. AJISH MANGOT.
FEEDBACK CONVENER

REGISTRAR
Krishna Institute of Medical Sciences
"Deemed To Be University", Karad

Preamble

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. KIMSDU 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, KIMSDU 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 to be 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

Finalization of Questionnaire and Method of Deployment
- IQAC Director, Deans, IQAC (College Level), Criterion I Conveners (University & College Level)
- Feedback Convener, Nodal Officers & EDP Manager

Data Submission of Stakeholders for Collecting Feedback
- Data Collection - Criterion I Conveners, Nodal Officers
- Submitted to Feedback Convener & EDP Manager

Online Feedback Creation and Sending Emails / Links to Stakeholders
- Creation – Feedback Convener & EDP Manager
- Feedback Collection – Nodal Officers

Feedback Data Compilation, Anonymization & Sharing
- Compilation & Anonymization – Feedback Convener & EDP Manager
- Anonymized Data shared with Respective Nodal Officers

College Council Meeting & Preparation of ATR
- Anonymized Data presented in respective College Council Meeting
- Action Taken Report (Faculty-wise) prepared based on 'Suggestions' received and assessing their feasibility of implementation

Approval of ATR & Feedback Analysis Report
- ATR approval through Academic Council & Board of Management
- Feedback Analysis Report prepared by IQAC and approved through Academic Council & Board of Management

Feedback Process Timeline

Sr No	Process	Timeline
	Feedback Collection	
1	Students' Feedback	End of Academic Year *(For 2 weeks)*
2	Teachers' Feedback	End of Academic Year *(For 2 weeks)*
3	Alumni Feedback	All year round
4	Professionals' Feedback	Immediate – All year round *(eg., Following Board of Studies meeting, Exam duty, etc.)*
5	Employers' Feedback	All year round
	Feedback Analysis	
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 *(as applicable)*

Annexures - Feedback Forms

Annexure I – Students' Feedback Form

Krishna Institute of Medical Sciences Deemed to be University, Karad
Feedback form for Students

Poor (1)	Average (2)	Good (3)	Very Good (4)	Excellent (5)

Instructions: - Please carefully read the questionnaire before choosing structured feedback.

	Questions	Poor (1)	Average (2)	Good (3)	V. Good (4)	Excellent (5)
1	How do you rate the course curriculum in relation to the achievement of desired competencies?					
2	How do you rate the quality, content, relevance and execution of the syllabus?					
3	How do you rate the curriculum design for inclusion of community services?					
4	How do you rate the institutional policy of curricular revision/ change according to the local and global need of the society?					
5	How do you rate the implementation of innovative teaching learning methods (interactive lectures, self-directive learning, problem based learning, narrative-reflective learning, integrated / modular/small group teaching)?					
6	How do you rate the institute for conducting guest lectures, seminars, workshops, conferences, quiz competitions etc. for better knowledge and skill acquisition?					
7	How do you rate the mentorship program in your Institute?					
8	How are the facilities required to acquire soft skills, professionalism, bioethics and communication skills provided by the institute?					
9	How do you rate the innovative (transparent/valid/structured/reliable/feasible/relevant) assessment methods used in the institute?					
10	How is the research guidance provided by the institute?					
11	How do you rate Anti-Ragging measures & grievance redressal mechanism?					
12	How do you rate clinical / laboratory facilities available in the institution?					
13	How is the information communication technology (ICT), e-learning facilities provided by the institute?					
14	How do you rate the institute for the availability and adequacy of classrooms, demonstration rooms and practical halls for better learning outcome of the course?					
15	How do you rate the library facilities provided by the institute?					
16	How do you rate the hostel facilities in the institute?					
17	How is the quality of patient care, in your opinion, provided by the hospital?					
18	How do you rate the institute's efforts in context to career guidance?					
19	How do you rate the institute's efforts in context to placement?					
20	How are co-curricular and extra-curricular activities (sport / gymnasium) facilities provided by the institute?					
21	**ANY OTHER SUGGESTIONS**					

Krishna Institute of Medical Sciences Deemed to be University, Karad
Feedback form for Alumni

Poor (1)	Average (2)	Good (3)	Very Good (4)	Excellent (5)

Instructions: - Please carefully read the questionnaire before choosing structured feedback.

	Questions	Poor (1)	Average (2)	Good (3)	V. Good (4)	Excellent (5)
1	How do you rate the institutional policy of curricular revision/ change according to the local and global need of the society?					
2	How do you rate the academic flexibility embedded in the curriculum which provides opportunities to students to pursue their interest by choosing from the electives?					
3	How do you rate the outcome (goal) oriented curricular design of the course (ie. becoming competent and independent professionals)?					
4	How do you rate the ambience of the college for effective delivery of the academic process through innovative teaching learning methods?					
5	How do you rate the institute for conducting guest lectures, seminars, workshops, conferences, quiz competitions etc. for better knowledge and skill acquisition (deep learning)?					
6	How do you rate the institute's efforts in context to career guidance?					
7	How do you rate the institute's efforts in context to placement?					
8	How are the facilities required to acquire soft skills, professionalism, bioethics and communication skills provided by the institute?					
9	How do you rate the institute for the availability and adequacy of classrooms, demonstration rooms, practical halls and clinical (patients) material for better learning outcome of the course?					
10	How do you rate the library facility available in the institute?					
11	ANY OTHER SUGGESTIONS					

Krishna Institute of Medical Sciences Deemed to be University, Karad
Feedback form for Teachers

Poor (1)	Average (2)	Good (3)	Very Good (4)	Excellent (5)

Instructions: - Please carefully read the questionnaire before choosing structured feedback.

	Questions	Poor (1)	Average (2)	Good (3)	V. Good (4)	Excellent (5)
1	How do you rate the quality, content, relevance and execution of the syllabus included in the curriculum for UG and PG courses by the institute?					
2	How is the institute's policy of sensitizing students towards issues like gender equality (non-discrimination), environmental safety, ethics, values and UG/PG/ internship orientation programs?					
3	How do you rate the curriculum design for UG and PG with inclusion of community service / projects with NGOs, participation in various awareness campaigns, exhibitions on socially relevant issues etc.?					
4	How do you rate the institutional policy of curricular revision/ change according to the local and global need of the society?					
5	How do you rate the academic flexibility embedded in the curriculum which provides opportunity to students to pursue their interest by choosing from a number of electives?					
6	How do you rate the involvement of institute in various national health programs?					
7	How do you rate the institute for encouraging guest lectures, seminars, workshops, conferences, etc.?					
8	How do you rate the institute for conducting various university academic activities?					
9	How do you rate the research cell activity (ethics and protocol committee) and research guidance?					
10	How are the facilities provided by the institute for acquiring soft skills, PhD program, Health professionals education technology workshops, Bio-ethics workshop etc.?					
11.	ANY OTHER SUGGESTIONS:					

Krishna Institute of Medical Sciences Deemed to be University, Karad
Feedback form for Professionals

Poor (1)	Average (2)	Good (3)	Very Good (4)	Excellent (5)

Instructions: - Please carefully read the questionnaire before choosing structured feedback.

	Questions	Poor (1)	Average (2)	Good (3)	V. Good (4)	Excellent (5)
1	How do you rate the course curriculum in relation to the achievement of desired competencies required for the course?					
2	How do you rate the quality, content, relevance and execution of the syllabus included in the curriculum for the course by the institute?					
3	How do you rate the sensitivity of students towards issues like gender equality (non-discrimination), environmental safety, ethics and values?					
4	How do you rate the institutional policy of curricular revision/ change according to the local and global need of the society?					
5	How do you rate the academic flexibility embedded in the curriculum which provides opportunities to students to pursue their interest, on evaluation of students?					
6	How do you rate the outcome (goal) oriented curricular design of the course (i.e. becoming competent and independent professionals) in professional and in real life situation?					
7	How do you rate the ambience of the college for effective delivery of the academic process?					
8	How do you rate the implementation of innovative teaching-learning methods (self- directive learning, problem based learning, narrative-reflective learning, integrated teaching, modular teaching etc)?					
9	How do you rate the students' inclination towards participating / conducting, guest lectures, seminars, workshops, CMEs, conferences, quiz competitions etc. for better knowledge and skill acquisition?					
10	How do you rate the students' knowledge about soft skills, procedural skills, professionalism, bio-ethics and communication skills required for profession?					
11	**ANY OTHER SUGGESTIONS**					

Krishna Institute of Medical Sciences Deemed to be University, Karad
Feedback form for Employers

Poor (1)	Average (2)	Good (3)	Very Good (4)	Excellent (5)

Instructions: - Please carefully read the questionnaire before choosing structured feedback.

	Questions	Poor (1)	Average (2)	Good (3)	V. Good (4)	Excellent (5)
1	How do you rate the employee's general communication skills?					
2	How do you rate the employee's time management, resource management, delegation skills and organizational skills?					
3	How do you rate the employee in having sufficient knowledge and comprehension of the core and basic concept of his/her specialty?					
4	How do you rate the independent thinking and the problem solving / clinical decision making abilities of the employee?					
5	How do you rate the employee's ability in the application of ethical principles in professional and social context?					
6	How do you rate the employee's ability in the use of modern computing tools?					
7	How do you rate the employee's passion for professional growth?					
8	How do you rate the employee's knowledge and skill in recent advances in her/his own specialty?					
9	How do you rate the employee's ability to contribute to the goal / up-liftment of the work place?					
10	How do you rate the overall performance of the employee?					
11	**ANY OTHER SUGGESTIONS**					

DR.AJISH MANGOT
FEEDBACK CONVENER

REGISTRAR
Krishna Institute of Medical Science
"Deemed To Be University", Karad