



SAGE University, Bhopal

Standard Operating Procedure

Students Feedback



Name of Approval
Authority:
Signature:
Date:

Vice Chancellor

25/05/2022

SOP No.: 16

Page No.: 1 of 5

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Background:

- In today's competitive scenario, it is very important to keep our students happy. Now a days there are a lot of learning resources available and hence to attract students in the classes would be possible only if best quality of Teaching Learning happens in the University. In order to ensure that Teaching learning is happened up to the desired satisfaction level of students, there is a need of students feedback both formal (once in a semester)(Annexure 1) through ERP and informal (Once in a Week))(Annexure 1). This feedback will serve as an input for the system for improving.

General Guidelines

1. Formal faculty feedback from students to be taken by Coordinator Students Affairs/ Dean Students Welfare within one month of commencement of classes.
2. Informal feedback to be taken by HoD/HoS every week.
3. It should be conducted in each semester.
4. Participating students must be registered and have attendance greater than 50%.
5. Following parameters should be considered for feedback of Faculty.
 - i. Subject Knowledge
 - ii. Explanation Power
 - iii. Speed of Teaching
 - iv. Problem Solving Ability
 - v. Punctuality in Class
 - vi. Participation in Class
 - vii. Presentation Skills
 - viii. Quality of Assignments
 - ix. Understanding of the Content
 - x. Comfort level with the Faculty



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6. Each parameter should be rated on a scale from 1 to 5. Feedback format is attached as annexure-1.
7. The feedback collected by Coordinator Students Affairs/ Dean Students Welfare through ERP to be submitted to VC office for review & Comment.
8. The feedback of each faculty would be shared with the concerned HoD/HoS, with a copy to HR department (for keeping in his/her personal file). (Annexure-1 A)
9. HoD/HoS should continuously monitor the progress in the weak area of faculties.

(Annexure-1)

(Confidential)
Students Feedback Form

Dear Students,

In order to create the best Teaching-Learning environment in the University, a system of feedback is developed. Please evaluate your Course Faculty on the following parameters on a Scale 01 to 05, where 05-Excellent, 04-Good, 03-Average, 02- Needs Improvement, 01-Poor.

CourseCode	CourseName	Faculty Name

Sr No	Parameters	Description	Score
1	P1	Subject Knowledge	
2	P2	Explanation Power	
3	P3	Speed of Teaching	
4	P4	Problem Solving Ability	
5	P5	Punctuality in Class	
6	P6	Participation in Class	
7	P7	Presentation Skills	
8	P8	Quality of Assignments	
9	P9	Understanding of the Content	
10	P10	Comfort level with the Faculty	



From :
Dr. V.K. Jain
Vice Chancellor

Inter Office Memo

To:
XYZ
School of ABC

Dear Smriti Singh,

In Order to create the best Teaching-Learning environment in the University, a system of feedback is developed.

A Faculty member has been evaluated by student on the following parameters.

P1	Subject Knowledge	P6	Participation in Class
P2	Explanation Power	P7	Presentation Skills
P3	Speed of Teaching	P8	Quality of Assignments
P4	Problem Solving Ability	P9	Understanding of the Content
P5	Punctuality in Class	P10	Comfort level with the Faculty

Each parameter has been evaluated on the scale of 01 to 05 from :

Excellent (5)	Good (4)	Average (3)	Needs Improvement (2)	Poor (1)
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Please find below the feedback of students taken in : Spring 2021-22

S.No	School (Program)	Course Name	Course Code	Total Students	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	Average
1	School of Agriculture (B.Sc. (Hons) Agriculture)	Agricultural Marketing Trade and Prices	AG20B408	25	4.96	4.88	4.72	4.68	4.76	4.88	4.76	4.72	4.72	4.76	4.78
2	School of Agriculture (B.Sc. (Hons) Agriculture)	Introductory Agro-meteorology and Climate Change	AG20B409	24	4.96	4.88	4.75	4.75	4.71	4.83	4.83	4.79	4.88	4.83	4.82
3	School of Agriculture (B.Sc. (Hons) Agriculture)	Production Technology for Ornamental Crops, MAP and Landscaping	AG20B402	23	4.91	4.96	4.87	4.70	4.87	4.91	4.78	4.74	4.78	4.70	4.82

Dr. V.K. Jain
Vice Chancellor

CC :

- Personal File Of faculty (HR office)
- Office file of the School.
- VC Office file.

Internal Students Feedback form
(To be taken by HOS Every Week)
(To be taken by CSA/ PVC/VC Every Month)

Name of School:

No of Students Present:

Name of School Authorities who have taken feedback:

This feedback is to be taken verbally from students preferably on each Friday by HOS in presence of HODs. Students should be given freedom to express their experiences about various facilities / Systems/ Processes of the University.

(i) Teaching - Learning Process

- a) Classroom Teaching
- b) Lab Classes
- c) Experiential Learning
- d) Field Visit/Extra Curricular / Co curricular activities.
- e) PBL/Projects
- f) Curriculum / Syllabus

(ii) Infrastructure

- a) Cafeteria
- b) Transport
- c) Toilets
- d) Classrooms
- e) Parking
- f) Hostel
- g) Any Other

(iii) Other Administrative Issue

- a) Fee
- b) ERP
- c) Staff Behavior
- d) Problem Resolution
- e) Exam/Result
- f) Any Other

Please fill your remarks and share it with VC on every Saturday with the suggested action. Next week, Action Taken Report to be presented to the students and VC.