# STANDARD OPERATING PRACTICES

STUDENTS' FEEDBACK ON COURSE AND TEACHERS

Scope: This document furnishes the standard operating practices for receiving, analysing and suggesting corrective steps towards improving course teaching. The document is applicable for all types of courses that include theories, practicals and sessionals, taught at KIIT Polytechnic.

Process Flow chart
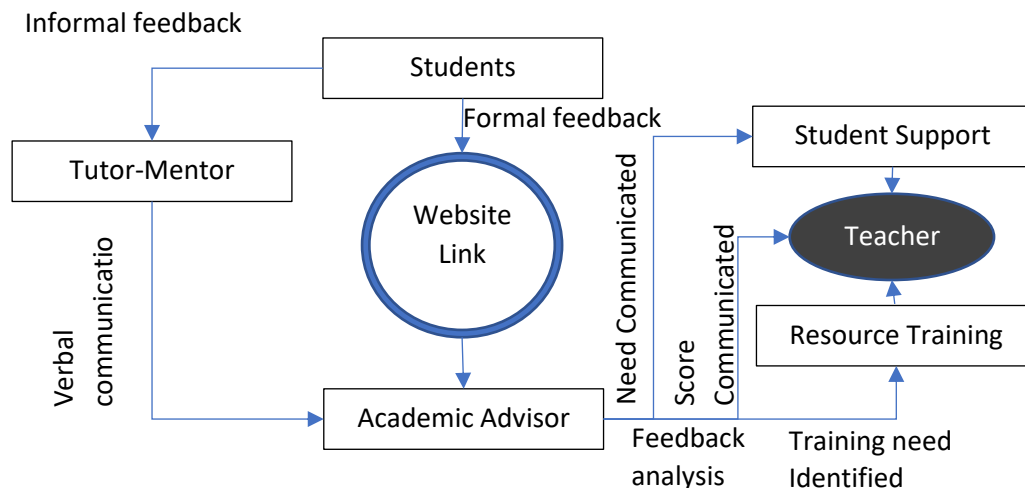
Responsible personnel for Implementation

Academic Advisor: He/She is a senior member of faculty, with not less than 20 years of teaching experience, nominated by the Faculty Council. Tenure for his responsibility is two years which can further be extended by another term if nominated in subsequent session. He/She will act as the key nodal person for the students' feedback collection, analysis and suggesting necessary rectifications in teaching process.

Tutor-Mentor: A faculty member is notified to act as tutor mentor for a group of students. The group size is usually limited to thirty. He/She is supposed to hold weekly meeting with the mentees and gather informal feedback.

Faculty Coordinator (Resource Development): He/She is a senior faculty member not below the rank of Head of Department. The person is nominated by Faculty Council for a period of two years. In the process concerning Students' feedback, He/She is required to identify appropriate training program / Trainer (May be internal / external including NITTTR) for the teachers, whose teaching need be strengthened.

Faculty Coordinator (Student Support): He/She is nominated by the faculty council for a period of two years. The job responsibilities include identifying students with special academic needs and arranging suitable teaching support from either different faculty members or the course teacher.

Procedure for Students' formal feedback collection

1. Heads of department activate the students' feedback form either manually or through google form (Form KP/SF/01)
2. Students are supposed to fill in the form and return the same within 3 days.
3. The feedbacks collected are analysed to generate an Agreement Index in different items.
4. Endeavours are designed to improve the aspect, where the agreement index is lowest.

Form 1: Students' feedback on Course and Teacher

Your Branch:					
Please fill free to check mark /click in the appropriate check box against ach item in all the sections					
Course name		Extent of Agreement			
Statement ID	Statement	Strongly Agree	Agree	Moderately Agree	Disagree
1	Contents are well structured.				
2	Contents are appropriate to Engineering Discipline				
3	Contents will help you in future career				
4	The Teacher explains the contents well				
5	The teacher interacts with us.				
6	The teacher presents the materials clearly.				
7	The teacher is accessible when required.				
8	The teacher's professional conduct are appropriate.				

Procedure for Students' formal feedback Score Computation

1. Total Responses = N
2. Maximum possible Score = 4N
3. Scores assigned for Different Agreement indices are from 4 to 1 while agreement index changes from 'Strongly Agree' to 'Disagree'.
4. The Feedback score for statement ID is total score from students' response / 4N
5. If the score is less than 0.6, corrective actions are initiated

Measures towards improvement

1. Academic advisor will communicate the Score to the concerned teacher, if score is less than 0.6
2. Academic Advisor will plan for arranging training on specific needs. The training may either be from NITTR or AICTE workshops or parts of FDPs