



!!Sabka Malik Atma!!

Vishwatmak Jangli Maharaj Ashram Trust's

Atma Malik Institute of Technology & Research (AMRIT)

STANDARD OPERATING PROCEDURE (SOP)

Feedback Collection, Analysis and Action

Purpose: To establish a systematic mechanism for collecting, analysing and utilizing stakeholder feedback for continuous improvement in academic and administrative processes.

Scope: This SOP covers feedback from students and faculty regarding academics, office administration, examination section, library services, general administration, development activities, and classroom/laboratory infrastructure.

Procedure:

Preparation of Feedback Forms: IQAC and Department Academic Coordinators prepare structured feedback forms for various stakeholders.

Collection of Feedback: Feedback is collected at the end of each semester through online or offline modes. Confidentiality of respondents is maintained.

Compilation of Data: Department Academic Coordinators compile class-wise and faculty-wise responses and calculate average scores and percentages.

Analysis of Feedback: Feedback is analysed under the following categories:

- Academic Performance
- Office Administration/Examination/Library Services
- General Administration
- Development Activities
- Class and Laboratory Infrastructure
- Strengths and areas requiring improvement are identified.

Review and Discussion: The Head of Department, faculty members and IQAC review the feedback analysis and discuss corrective measures.

Action Taken: Appropriate actions such as remedial classes, infrastructure enhancement, administrative improvements, workshops, and maintenance activities are planned and implemented. Responsibilities and target dates are assigned for each action.

Approval and Monitoring: The analysed feedback and action taken report are reviewed by IQAC and approved by the principal. Progress of corrective actions is monitored periodically.

Documentation Feedback forms, analysis reports, meeting minutes and Action Taken Reports (ATR) are maintained by the department and preserved for future reference.

Outcome: The feedback system promotes continuous quality improvement, enhances stakeholder satisfaction and strengthens the overall academic and administrative performance of the institute.


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