

**INTERNAL QUALITY ASSURANCE CELL**  
**BIRLA INSTITUTE OF TECHNOLOGY,**  
**MESRA, RANCHI-835215**

Minutes of IQAC Meeting #61











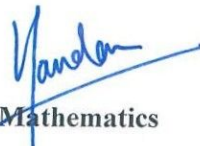




Date: 06 May 2025

Time: 03:30 p.m.


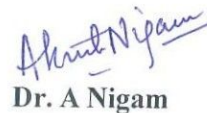

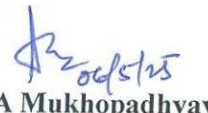



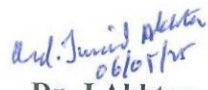

Venue: Institute Conference Hall

1. The Standard Operating Procedure for "Feedback on Teaching and Learning Process and Corrective Measures Taken (if any)" was discussed with Heads of Departments and passed.

HoDs:

 A&P	 Bioengg&Biotech	Absent Chemical	 Chemistry	 CEE	 CSE
 CQEDS	 EEE	 ECE	Absent HSS	 Management	 Mech Engg
 Mathematics	 PST	 Physics	Absent PIE	 RS	 SER

IQAC:

 Dir IQAC	 Dr. T Bhattacharya	Absent Dr. A Jana	 Dr. A Nigam	 Dr. B Gorain	 Dr. A Mukhopadhyay
 Dr. D Gola	 Dr. A Jain	 Dr. J Dhar	 Dr. J Akhtar	Absent Mr. R Rai	 Member Secy.

  
KALYAN KOLEY

Recommended for approval.

Vice Chancellor

Approved

  
6.5.25

# STANDARD OPERATING PROCEDURE FOR

FEEDBACK ON

"TEACHING AND LEARNING PROCESS  
(TLP) AND CORRECTIVE MEASURES  
TAKEN (IF ANY)"

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## Purpose

This Standard Operating Procedure (SOP) establishes a systematic approach for collecting, analysing, and responding to student feedback on “teaching and learning process (TLP)”. It ensures that student input is properly collected, evaluated, and corrective measures if any are taken to maintain and improve educational quality.

## Scope

This SOP applies to all academic departments and covers the feedback collection process for each semester.

## Responsibilities

- **Head of the Department (HoD):** Overall responsibility for implementing the feedback on “teaching and learning process (TLP)”.
- **Faculty members:** Participate in addressing feedback and implementing corrective measures if any.

## SOP:

### 1. Feedback collection:

1.1. Course feedback for each semester shall be collected from the ERP system at the end of each semester.  
1.3. Department will download all feedback data from the ERP system within one week after the feedback submission deadline.

### 2. Feedback analysis:

#### 2.1. Question-wise average calculation

- Calculate the average score of all courses semester wise for each question.
- Create a comprehensive table for each question with the following structure:

#### Table format for question-wise analysis

Question 1: Content (breadth and depth), relevance and utility of the course				
Subject Code	Subject Name	Feedback In each course (semester wise)	Average Feedback score (semester wise)	Deviation (%) $[(\text{Avg. Feedback score} - \text{Individual score}) / \text{Average feedback score}] \times 100$
XXX1	[Subject Name]	X.XY	A	±XX.XY
XXX2	[Subject Name]	X.XZ	A	±XX.XZ
...	...	...		...
XXXn	[Subject Name]	X.XX	A	±XX.XX

Accordingly, 8 tables semester wise will be prepared for 8 questions given in feedback format in ERP.

#### 2.2. Percent deviation calculation

- For each course and each question, calculate the percentage deviation from the average:
- % deviation from average =  $((\text{Subject Avg. Feedback} - \text{Average feedback score}) / \text{Average feedback score}) \times 100$

- This calculation must be performed for each course semester wise across all questions.

### 2.3. Identification of Significant Deviations

- Identify the course for each question where the negative deviation is greater than 20%.
- There are four parts namely Part A (course content), Part B, Part C and Part D. In each part, there are two questions. Map the question with more than 20% negative deviation with the Part (Part A or Part B or Part C or Part D).
  - If the negative percent deviation is more than 20%, recommend for corrective measures for that Part.
  - Basis for rewards:
    - Positive deviation is more than 10%: Record that the relevancy/contribution to the corresponding part is “**highly significant**”.
    - Positive deviation is less than 10%: Record that the relevancy/contribution to the corresponding part is “**significant**”.
- In the feedback analysis tables, highlight:
  - Negative deviations ( $\leq -20\%$ ) in RED
  - Positive deviations ( $\geq +10\%$ ) in GREEN

### 2.4. Subject-wise Analysis

- Group all questions for each subject to identify patterns of performance.
- Identify subjects where deviation is highest (either positive or negative) across all questions.
- Flag subjects showing consistent negative deviation across multiple questions.

### 2.5. Batch Performance Evaluation

- If average value is less than 60% for all questions for a particular batch, flag for special attention.

### 2.6. Student Comment Analysis

- Review and categorize student comments by subject.
- Consider qualitative feedback when interpreting quantitative deviations.
- Student comments must be thoroughly examined before finalizing any corrective action or reward.

## 3. Action Plan Implementation

### 3.1. For Negative Deviations

When a course shows negative deviations for particular question(s):

- Department will schedule a meeting with the concerned faculty member(s) within two weeks of completing the analysis.
- Specific concerns will be discussed based on the feedback questions that showed significant deviation.
- The Department shall record the action recourse decided to address the issues and take necessary action.
- Action taken shall be documented

### 3.2. For Positive Deviations

When a course shows positive deviation ( $\geq +10\%$ ) for particular question(s):

- Department will acknowledge the achievement in Faculty Meeting and appreciation should be incorporated in minutes.
- Faculty may be invited to share best practices with colleagues.

### **3.3. For Batch-wide Issues**

When overall feedback across all questions for a batch is below 60%:

- Department will organize a special meeting with the entire batch within three weeks of completing the analysis.
- Meeting will focus on understanding underlying issues affecting student satisfaction.
- Department will develop and implement an action plan to address the identified issues.
- Action taken shall be documented

### **3.4. For Subjects with Consistently High Negative Deviation**

When a particular subject shows the highest negative deviation across all questions:

- Department will arrange a meeting with both the concerned faculty and student representatives and take corrective action as per students' suggestions and feasibility.

## **4. Feedback Analysis and Action Taken Report (FAATR)**

4.1. Each department shall prepare a Feedback Analysis and Action Taken Report (FAATR) after each semester with the following components:

- a) Questions asked and overview of feedback collected
- b) Total registered students, number of students who provided feedback, and participation percentage
- c) Description of the feedback analysis process ( this SOP)
- d) Comprehensive analysis of feedback data including: - Question-wise averages for each subject - Identification of significant deviations (both positive and negative) - Batch-wide performance metrics - Thematic analysis of student comments
- e) Corrective actions taken for each course, categorized by type of issue
- f) Appendices containing course wise printouts of feedback responses with comments
- g) Declaration signed by the Head of Department (format at the end of this document)

### **4.2. The FAATR shall be:**

- Presented in the department faculty meeting
- Published on the departmental webpage (excluding confidential information and appendices)
- Submitted to the Internal Quality Assurance Cell (IQAC)

### **4.3. Timeline for FAATR:**

- The Final FAATR shall be submitted to IQAC and hosted on departmental webpage within 3 (three) weeks of collection of feedback

## **5. Follow-up and Continuous Improvement**

Progress on corrective actions shall be reviewed at the beginning of the subsequent semester.

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## DECLARATION

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I, \_\_\_\_\_, Head of the Department of \_\_\_\_\_,  
hereby declare that:

1. Course feedback for the \_\_\_\_\_ semester of the academic year \_\_\_\_\_ has been collected.
2. The feedback has been thoroughly analysed according to the institutional Standard Operating Procedure for Course Feedback Analysis.
3. Appropriate measures for reward and appreciation have been taken for courses/faculty showing significant positive deviation from average.
4. Appropriate corrective actions have been identified and implemented for courses showing significant negative deviations from averages.
5. Where applicable, meetings with student batches have been conducted to address overall satisfaction issues.
6. All findings and actions have been documented in this Feedback Analysis and Action Taken Report.
7. The report has been presented to the department faculty, published on the department webpage, and submitted to the IQAC.

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Name of the Department: \_\_\_\_\_

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# INTERNAL QUALITY ASSURANCE CELL

BIRLA INSTITUTE OF TECHNOLOGY,

Attendance Report of Meeting #61 of IQAC



Venue: Conference Hall

Date and Time: 06 May 2025 at 3.30 p.m.

Agenda: Feedback SOP

Sr. No.	Name of the Person	Designation	Signature
1	ANIMESH GHOSH	Director, IQAC	Animesh Ghosh
2	A.K. Roy	HOD, Mech. Engg.	A.K. Roy
3	Supriyo Roy	HOD-MGMT	Supriyo Roy
4	Satyajit Sankar	HOD-ARP	Satyajit Sankar
5	Sanjay Kumar	Prof & Head	Sanjay Kumar
6	Rajeev kr. Sinha	Associate Prof & Head	Rajeev Sinha
7	Anindya Sen	Head, C&EDS	Anindya Sen
8	Abhinav Tandon	Head, Maths	Abhinav Tandon
9	V.S. Rathore	Head, RSG	V.S. Rathore
10	A. MUSTAFI	Head, CSE	A. Mustafi
11	Dr. J. Mishra	Head, Chemistry	Dr. J. Mishra
12	Alok Jain	IQAC member	Alok Jain
13	Akinth Nigam	IQAC Member	Akinth Nigam
14	Panushree Bhattacharya	IQAC member	Panushree Bhattacharya
15	Md. Junaid Akhter	IQAC member	Md. Junaid Akhter
16	S.K. MISRA	Head EEE	S.K. Misra
17	Bapi Gorain	Member, IQAC	Bapi Gorain
18	Manish Kumar	DAAC	Manish Kumar
19	Jydeep Dhan	IQAC Member	Jydeep Dhan
20	Dr. Deepthi Gola	IQAC member	Dr. Deepthi Gola

**INTERNAL QUALITY ASSURANCE CELL**  
**BIRLA INSTITUTE OF TECHNOLOGY,**  
**Attendance Report of Meeting**



Sr. No.	Name of the Person	Designation	Signature
21	Papiya Mitra Majumdar	Prof & HOD, PST.	<i>Papiya</i> 6/5/25
22	Bandhu Lal	Prof & HOD, CEE	<i>B Lal</i> 6/5/25
23	KALYAN KOLEY	ASST. Prof	<i>K Koley</i> 6/5/25
24	Shanti Sharma	Member Secy 9 IBAC Asst. Registrar	<i>Shanti</i> 6/5/25
25	Priyanka Kumar	HOD, SSR	<i>Priyanka</i> 6/5/25
26	Aakadeb Mukhopadhyay	Member, IBAC	<i>A Mukhopadhyay</i> 6/5/25
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