Dr. Vithalrao Vikhe Patil Foundation's
College of Nursing
SOP
Of
Feedback Committee

(w.e.f. AY 2021-22)
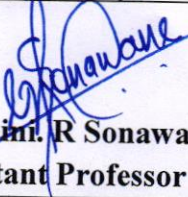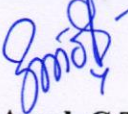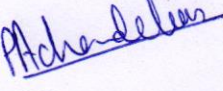
Title: Constitution of Feedback Committee

The location and business address of the committee:
Feedback Committee-CON, Ahmednagar
Dr. Vithalrao Vikhe Patil Foundation's College of Nursing,
Opp. Govt Milk Dairy Vilad Ghat, MIDC Post
Dist: Ahmednagar (Maharashtra)
Pin: 414111 India

Prepared By:	Reviewed By:	Approved By:
Ms. Mohini. R Sonawane (Assistant Professor	Mr. Amol. C Temkar IQAC Co-ordinator	Dr. Pratibha. A Chandekar (Principal)

Standard Operating Procedure (SOP)
Feedback Analysis, Action Taken Report & Follow Up.

The Standard Operating Procedure (SOP) governing Feedback Analysis, Action Taken Report & Follow Up (Systems & Processes) is hereby notified by the Dr. V.V. Patil foundation's College of Nursing. All the Heads of the department and faculty shall implement and comply with the Rules and Procedures laid down in the SOP. The Feedback process is compulsory for teachers, students and stakeholders.

1. **Introduction**

   Feedback Analysis plays an important role in quality assurance. Hence the educational institutions must follow standard operating procedure to use inputs from students, parents, teachers and professionals for improvement in quality of teaching learning process, infrastructure and learning resources so as to produce competent health professionals

2. **Overview of feedback process:**
   - As a means of Quality assurance, feedback analysis of various stakeholders has primary importance. Hence all higher education institutes must follow structured standard format to obtain feedback from stakeholders including students, teachers, employers, professionals, alumni and parents.
   - The Head of the Institution shall be responsible for the implementation of this SOP (Processes and Systems).
   - The college of Nursing shall ensure the feedback and its analysis from the following stakeholders:

   The feedback from all the students and teachers is expected to be filled in the end of the academic year annually, and feedback from other stakeholders can be taken randomly once a year. For obtaining feedback either through written or digital process, there is need for having data templates comprising of questions to elicit feedback in specific and unambiguous manner from all stakeholders.

Sr. no	Stakeholder	Frequency	Sample	Standard form	Digital/ online
1	Students-UG & PG	Annually	All students	yes	yes
2	Outgoing PG students outgoing UG students	Annually, after final University exam	All outgoing UG & PG students	yes	yes
3	Teachers	Once a year	All teachers	yes	yes
4	Peers / External Examiners, Resource Professional(experts in the field), Visitors Persons	yearly	Random sample	yes	Written
5	Alumni	yearly	Random sample	yes	Digital or Written Manual
6	Parents	yearly	Random sample	yes	Written
7	Employers/ Management	yearly	Random sample	No	Written or Digital

3. **College Level Committee for Feedback Analysis and its Function.**

There is a need to have a Committee for its proper execution. The College of Nursing will have committee consisting of Head of Institute/ College as Chairman and college Feedback Coordinator as member secretary. The Principal, will nominate required members of the Committee from various departments who will be class coordinators, Student welfare coordinator and student representative.

It will be responsibility of the Principal to ensure the following through College Feedback Committee:

1. To obtain feedback from all students at end of each semester/ academic year. Exit feedback can be taken after declaration of university results, at beginning of new term say in August-September.

2. For Teachers, yearly feedback be obtained before the announcement of University Examination results in July of the year

3. For other stakeholders, randomly response is taken.

5

4. Role and Responsibilities:

4.1 Role of Principal& Coordinators of the Feedback Committee and their members.

1. The Principal shall announce the format for obtaining the Feedback from stake holders.

2. The online submitted forms are analysed then by presenting in tables and graphs, the inferences and conclusions are drawn. Feedback coordinator can access the information.

3. The report is prepared by Feedback Committee headed by Principal. It is presented in college council meeting and on the website.

4. Action Taken Report to be prepared by respective class coordinators and Principal.

5. The HOI and the college committee shall ensure that all the students U.G., PG give feedback every year and all their teachers once a year. For other stakeholders randomly every year.

Role of Feedback Coordinator for feedback Analysis system

1. To finalize feedback formats and make them available to respective class coordinators of the College.

2. To offer suggestions and review feedback process from time to time.

3. To compile reports, arrange them and forward it to IQAC and keep the consolidated report.

4.2 Role of IQAC:

To put up consolidated reports to the Principal. Then with the Principal's remarks/remedial actions are initiated through the class coordinators and subject teachers, thus completing the cycle. To upload on college website (formats, report, ATR on feedback).

Flow chart of feedback process:			
1	Level 1	Class coordinators and Feedback coordinator.	To ensure collection of Feedback as per determent schedule and Analyses it and Take Action
2	Level 2	IQAC Coordinator and Feedback coordinator.	To ensure availability of Formats online and physically.

3	Level 3	IQAC coordinator	Forward reports to Principal, Publish relevant part in college website. Annual Report & to upload report on website.
4	Level 4	Principal and (BOM) Management.	To take appropriate decisions as per ATR related to infrastructure, learning resources and other aspects of educational environment.

5. **Online Student feedback submission procedure:**

   1. The feedback links to the Online Student Feedback forms will be posted by class coordinator in the class group.
   2. The feedback form links will be for the specified period of time, which will be specified.
   3. Students have to submit their feedback responses before expiry of the
   4. Specified period of time (before cut-off date and time).
   5. The student has to send the submitted screenshot to the class coordinator.

6. **Composition of the Feedback Committee:**

   The Feedback Committee can be composed with following members. If the representation from specific criteria is not available, the quorum can be completed with available in-house members.

   - College Principal
   - Class Coordinator
   - Management Representative
   - IQAC Coordinator
   - Student welfare co-ordinator
   - Student Representative
   - Parent Representative

   The Feedback Committee composition should be with a minimum 7 and maximum 15 members to include members, from the composition as above mentioned.

   The Principal will be the chairperson of the committee.

7. **Membership requirements:**

- In the interest of the college, the Feedback Committee members including the Member Secretary will be selected by the Principal (HOI) taking into consideration their expertise, interests and experience.

- Selected members should possess the necessary academic experience-scientific knowledge and expertise; knowledge of concern subject, and their commitment and willingness to volunteer the necessary time and effort for the Feedback Committee work.

- Committee members will be selected based on the basis that they are willing to publicize full name, profession and affiliation. Their Curriculum Vitiate should be submitted to the office for records.

- The Chairperson and the committee members should be informed of the potential members by the Member Secretary in the meeting and their concurrence should be obtained.

- Members must disclose in writing any interest or involvement – financial, professional or otherwise – in a project or proposal under consideration.

- The Feedback Committee will decide the extent to which members that might have a conflict of interest may participate in bringing out an advice/decision.

- Members will be required to sign a confidentiality agreement at the start of their term. Dr. V. V. P. F'S College of Nursing Feedback Committee Members are appointed for a period of 3 years and the Member Secretary will serve the tenure for 5 years. On completing the tenure of the Member Secretary, he/she will be appointed as a member for a period of 6 months for ensuring smooth transition and the necessary help to the Member Secretary as per the decision of the President/Officer-In-Charge. The new member secretary should be affiliated member for at least six months before taking up the charge.

- Their appointments may be renewed by the President/ Officer-in-Charge of the Dr. V. V. P. F'S College of Nursing for up to two consecutive terms or as required by the President/ Officer-in-Charge.

- The Feedback Committee will include some rotation in appointment of new members after a period of two-years, but it will also strive to ensure continuity within the committee. At no point of time will more than 25% of members be replaced.

- For Feedback Committee members, it is mandatory that the new members will act as observers for at least one meeting prior to their induction into the committee.

8. **Tenure: Membership Duration**

- The tenure for Members of the Feedback Committee is for a period of three (3) Years.
- There will be no bar on the members serving for more than one term but it is desirable to have approximately one third fresh members.
- A member can be replaced in the event of long-term non-availability (three consecutive meetings). Authority to replace the member shall remain with the Chairman.
- Members should maintain confidentiality of all discussions during the meeting and sign a confidentiality form at the start of their term. Each member of the committee will submit a declaration to maintain the confidentiality of the documents submitted to them during their membership period.
- Conflict of interest if any shall be declared by members of the Feedback Committee at the beginning of every meeting.

9. **Resignation, Disqualification, Replacement of Members:**

- To establish polices for removal or Resignation / Replacement of members chairman and Member Secretary are responsible for implementing this SOP.
- Term of appointment Members of Feedback Committee will be appointed for period of 3 years initially which could be extended for another term of 2 years. Extension of membership will be based on the recommendation of the Chairman & Member Secretary.

10. **Policy for removal of member**

- A member may be relieved or terminated of his/her membership in case of conduct unbecoming for a member of the Feedback Committee.
- Inability to participate in the meetings on any grounds for more than 3 meetings of Feedback Committee.
- The membership shall be reviewed by the Secretary general & chairman, if the member is a regular defaulter.

- If deemed necessary, the Feedback Committee may decide to terminate the membership and recommend to the Chairman Feedback Committee for necessary action.
- In all such situations/circumstances, member secretary will serve a letter of termination to the member.
- Documentation of the termination will be recorded in the meeting minutes of the next duly constituted committee meeting and Feedback Committee membership circular/roster will be revised.

Resignation / Replacement procedure

- The members who have resigned may be replaced at the discretion of the appointing authority for the same.
- Feedback Committee members who decide to resign must provide the Chairman & member secretary of Feedback Committee the written notification of their proposed resignation date at least 30 calendar days prior to the next scheduled meeting.
- In case of resignation, chairman & member secretary would appoint a new member, falling in the same category of membership.

11. Conditions of Appointment

Chairperson, Member Secretary, Members, Alternate Chairperson and Alternate Members are appointed to the Feedback Committee under the following conditions:

- Willingness to abide by the requirements laid in the SOP
- Willingness to publicize his/her full name, profession, and affiliation;
- All financial accountability, reimbursement for work and expenses, if any, within or related to the Feedback Committee should be recorded and made available to the public upon request.
- All Feedback Committee Members must sign Confidentiality / Conflict of Interest Agreements regarding meeting deliberations, applications, information and related matters.

12. Quorum Requirements

- A minimum of five members or one third of the total members must be present at a meeting besides Member Secretary and Chairperson in order to issue a valid advice and/or decision, provided quorum is met.

- The quorum requirements should consist of:
  - College Principal
  - Class Coordinator
  - IQAC Coordinator
  - Student welfare co-ordinator
  - Student Representative

  At least one member from each profile must be present for the meeting.

13. Dissolving of the Feedback Committee:

At any point in time, should the Institute cease to exist, the Feedback Committee is automatically dissolved. The Feedback Committee may also be dissolved at any time by the President/Officer-in-Charge of the Dr. V. V. P. F'S College of Nursing following written notification to each of the members.

14. Glossary

Feedback Committee: It is an independent body (either a review board or committee) whose responsibility is to ensure the effective Feedback taking, Feedback Analysis, Action Taken Report & Follow Up.

SOP: Standard Operating Procedure

Dr. Vithalrao Vikhe Patil Foundation's
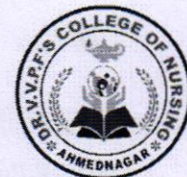
COLLEGE OF NURSING

Opp. Govt. Milk Dairy, M.I.D.C., Ahmednagar- 414 111
Tel:-(0241) 2778042, 2779757, 2777059, Fax:-(0241)2779782
E-mail: principal@vimscon.edu.in **Website:** www.vimscon.edu.in

Dr. Vithalrao Vikhe Patil
Foundation
Ahmednagar

Dr.V.V.P.F's/CON/2021   Date: / /2021

To:

Sub: Appointment as Secretary/Member of DVVP Foundations College of Nursing Feedback Committee.

Dear sir/Madam

I am pleased to nominate you as a Member Secretary/Member of DVVP Foundations College of Nursing Feedback Committee with effect from ....Your term of appointment will be of three years.

As a Member Secretary/Member of the committee:

1. You need to submit recent signed curriculum vitae.
2. Willingness to place your full name, professional affiliation to the Feedback Committee in the public domain.
3. You have to be present for the meeting Feedback Committee for which will be informed prior.
4. One month notice on either side will be necessary prior of resignation/termination of appointment.
5. Kindly refer Feedback Committee SOP for detailed role and responsibilities.

I am confident that the Institute will be benefited immensely from your rich experience and we are glad to have you as an integral part of the growth of College of Nursing.

Please confirm your acceptance by signing and returning the enclosed copy of acceptance letter.

PRINCIPAL
DVVP Foundations College of Nursing
Ahmednagar.

Enclosed: 1. Copy of Acceptance letter.
　　　　　 2. Copy of Feedback Committee SOP.
Copy to:　1. Office record file
　　　　　 2. Institutional Feedback Committee record file
　　　　　 3. IQAC College of Nursing
　　　　　 4. Institutional Feedback Committee member.

Acceptance Letter from Chairman/Secretary/Members

DVVP Foundations College of Nursing

Feedback Committee

To:

The Principal.

DVVP Foundations College of Nursing,

Ahmednagar.

Sub: Acceptance to be as the Member Secretary/Member of DVVP Foundations College of Nursing Feedback Committee.

Ref: Letter no:... ; Dated:...

Respected Madam,

      In response to above reference letter, I give my acceptance to be as the Secretary Member of DVVP Foundations College of Nursing Feedback Committee. I feel greatly honoured and hence giving my consent for the appointment. I will regularly participate in the Feedback Committee meetings and maintain confidentiality. I will do my best to contribute to the upliftment of nursing profession in positive manner as a Member Secretary/Member of Feedback Committee.

Thanking you.

Yours Sincerely,

Signature:

Name   :

Designation and Department:

Date   :

Place

Dr. Vithalrao Vikhe Patil Foundation's

COLLEGE OF NURSING

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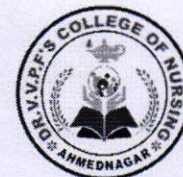
Feedback Form for Alumni (AY 20 -20)

Note: Kindly provide your valuable feedback by putting tick mark.

A – Feedback on Infrastructure and Learning Resources

Sr No	Question	Poor	Average	Good	Very Good	Excellent
		1	2	3	4	5
1	Overall physical infrastructure of the college					
2	Library facility					
3	Laboratory facility					
4	Classroom					
5	Discipline in the college					
6	Feeling about the institute as alumni					
7	Institutional growth (academically & financially) with the formation of alumni association					
8	Overall development as a student					
9	Cooperation from the faculty					
10	Overall perception about the institute					
	Total					

B – Feedback on Curriculum and Co-Curricular Aspects

Sr No	Question	Poor	Average	Good	Very Good	Excellent
		1	2	3	4	5
1	Curriculum is adequate					
2	Academic program is well planned and organized					
3	Course is highly applicable & relevant to the real life situation					
4	Curriculum helps in overall development as a professional					
5	Evaluation system is proper					
6	Clinical exposure is adequate					
7	Curriculum is competency based and helps to acquire the skills to participate in the professional practice					
8	Curriculum is of high standards and recognized by INC / MUHS					
9	Curriculum is enriched through conference, workshop, seminar and value added courses					
10	Field visit / Internship gave more confidence for professional practice					
	Total					

Name:...email:...Batch:............

Course:..........................Year of Passing:...................................Sign:...................................

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Feedback Form for Parents (AY 20   - 20   )

Note: Kindly provide your valuable feedback by putting tick mark.

A – Feedback on Infrastructure and Learning Resources

Sr No	Question	Poor 1	Aver age 2	Good 3	Very Good 4	Excell ent 5
1	The academic standard of the college					
2	The teaching – learning environment					
3	Monitoring students' progress					
4	Competence & commitment of faculty					
5	Counselling and mentoring provides well student – teacher relationship					
6	Co-curricular activities in the college					
7	Discipline maintained in the college					
8	Overall infrastructure facilities namely library, hostel, classroom, laboratories etc.					
9	Learning resources such as library, internet, computers etc.					
10	Clarifications / responses from the college administration whenever demanded.					
	Total					

B – Feedback on Curriculum and Co-Curricular Aspects

Sr No	Question	Poor 1	Aver age 2	Good 3	Very Good 4	Excell ent 5
1	Syllabus is suitable to the course					
2	Curriculum developed and implemented have relevance to the local, national, regional and global health care need					
3	Completeness of the syllabus					
4	Curriculum is relevant					
5	Program outcome of the syllabus is well defined and clear					
6	Course outcome of the syllabus is well defined and clear					
7	The courses have good balance between theory and practical					
8	Curriculum focus on competency / employability / entrepreneurship / skill development					
9	Syllabus is research oriented					
10	Syllabus revision is done periodically are the changing health care needs					
	Total					

Name:...Students name:...

Course studying: ....Signature:...........................
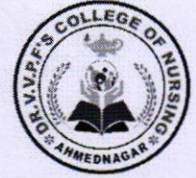
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Feedback Form for Teachers (AY 20 -20)

Note: Kindly provide your valuable feedback by putting tick mark.

A – Feedback on Infrastructure and Learning Resources

Sr No	Question	Poor	Average	Good	Very Good	Excellent
		1	2	3	4	5
1	Overall physical infrastructure of the college					
2	Educational resources					
3	Scope for professional development					
4	Working atmosphere					
5	Discipline in the college					
6	Academic and personal growth					
7	Institutional growth					
8	Research facilities and promotion of research					
9	Medical facilities / welfare measures					
10	Overall perception about the institute					
	Total					

B – Feedback on Curriculum and Co-Curricular Aspects

Sr No	Question	Poor	Average	Good	Very Good	Excellent
		1	2	3	4	5
1	Curriculum is adequate					
2	Academic program is well planned and organized					
3	Course is highly applicable & relevant to the real life situation					
4	Program outcome & course outcome of the syllabus is well defined					
5	Evaluation system is proper					
6	Clinical exposure is adequate					
7	Curriculum focus on knowledge, skills, competence, attitude, communication skills, employability and entrepreneurship					
8	Curriculum is of high standards and recognized by INC / MUHS					
9	Curriculum is enriched through conference, workshop, seminar and value added courses					
10	Curriculum is having good academic flexibility					
	Total					

Name:...email:...Sign:............

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Feedback Form for Professionals (AY 20 -20)

Note: Kindly provide your valuable feedback by putting tick mark.

A – Overall Feedback

Sr No	Question	Poor	Average	Good	Very Good	Excellent
		1	2	3	4	5
1	Overall ambience of college					
2	Team work and involvement of faculty					
3	Planning, organization, arrangements and logistics at college					
4	System, processes, clinical and learning resources					
5	Conduct of examination					
6	Overall performance of student and presentation					
7	Academic standards					
8	Lodging, boarding and hospitality					
9	Communication process					
10	Overall ranking of the college					
	Total					

B – Feedback on Curriculum and Co-Curricular Aspects

Sr No	Question	Poor	Average	Good	Very Good	Excellent
		1	2	3	4	5
1	Curriculum is adequate					
2	Academic program is well planned and organized					
3	Course is highly applicable & relevant to the real life situation					
4	Program outcome & course outcome of the syllabus is well defined					
5	Evaluation system is proper					
6	Clinical exposure is adequate					
7	Curriculum focus on knowledge, skills, competence, attitude, communication skills, employability and entrepreneurship					
8	Curriculum is of high standards and recognized by INC / MUHS					
9	Curriculum is enriched through conference, workshop, seminar and value added courses					
10	Curriculum is having good academic flexibility					
	Total					

Name:..email:..Sign:............
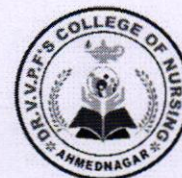
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Feedback Form for Undergraduate / Postgraduate Students

Note: Kindly provide your valuable feedback by putting tick mark.

A – Feedback on Infrastructure and Learning Resources

Sr No	Question	Response				
		Poor	Aver age	Good	Very Good	Excel lent
		1	2	3	4	5
1	Learning resources					
2	Library facility (Books, Journals, Wi-Fi, Computers, Space)					
3	Laboratory facility					
4	Clinical learning resources					
5	Transport facility					
6	Community learning resources					
7	Hostel facility (Accommodation, Mess, Gym, Water, Electricity & Security)					
8	Facilities in campus (Canteen, Playground, Garden, Roads, Bank, ATM)					
9	Other facilities (Auditorium, Washroom, College interior)					
10	Overall facilities					
	Total					

B – Feedback on Curriculum and Co-Curricular Aspects

Sr No	Question	Response				
		Poor	Aver age	Good	Very Good	Excel lent
		1	2	3	4	5
1	Curriculum focuses on mission statement stated in prospectus					
2	Academic program is well planned and organized as per course objectives					
3	Curriculum is well informed to students					
4	Curriculum is of high standards and recognized by INC/MUHS					
5	Curriculum focus is on communication skill, employability, entrepreneurship knowledge, skills with positive attitude,					
6	Syllabus completion on time					
7	Course is highly applicable and relevant to real life situations					
8	Value added programme (conferences, workshop on gender sensitivity, human values etc.)					
9	All round development through seminar, PBL, group discussion, role play, simulation etc.					
10	Field visit / Internship					
	Total					

C – Feedback on Teaching Learning Process

Sr No	Question	Response				
		Poor	Average	Good	Very Good	Excellent
		1	2	3	4	5
1	Notification of academic calendar & time table					
2	Competencies, Learning objectives and Course outcomes informed & discussed					
3	Professional knowledge & skills of teacher					
4	Mentoring, counselling & guidance for overall development					
5	Active engagement in the class					
6	Adequate and appropriate supervision is provided at the clinical setting					
7	Additional lectures by the external experts as per the need are arranged					
8	Students are informed about examination and internal assessment					
9	Evaluations, assignments are planned as per university norms					
10	Fairness in the evaluation & prompt feedback					
	Total					

Name:..email:...Batch:............

Course:.......................... Sign:..

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Feedback Form for Employer / Management (AY20   - 20   )

Note: Kindly provide your valuable feedback by putting tick mark.

A – Overall Feedback

Sr No	Question	Poor 1	Average 2	Good 3	Very Good 4	Excellent 5
1	Adequacy of knowledge and skills among the faculties					
2	Faculties confidence of work self sufficiently					
3	Readiness to work as team					
4	Faculties are reliable towards assigned work					
5	Faculties are honest towards assigned work					
6	Faculties maintains work discipline					
7	Work efficiency among faculties					
8	Behaviour of the faculties					
9	Faculties have innovative and new development ideas					
10	Overall perception about all faculties					
	Total					

B – Feedback on Curriculum and Co-Curricular Aspects

Sr No	Question	Poor 1	Average 2	Good 3	Very Good 4	Excellent 5
1	Syllabus is suitable to the course					
2	Curriculum developed and implemented have relevance to the local, national, regional and global health care need					
3	Completeness of the syllabus					
4	Curriculum is relevant					
5	Program outcome of the syllabus is well defined and clear					
6	Course outcome of the syllabus is well defined and clear					
7	The courses have good balance between theory and practical					
8	Curriculum focus on competency / employability / entrepreneurship / skill development					
9	Syllabus is research oriented					
10	Syllabus revision is done periodically as the changing health care needs					
	Total					

Name:...Sign:...
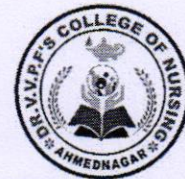
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Feedback Committee 2021-22

Sr. No	Name of faulty	Designation
1	Dr. Pratibha A. Chandekar	Chairperson
2	Mr. Vilas Ghule	Management Representative
3	Mr. Amol temkar	IQAC Coordinator
4	Mr. Amit Kadu	Student Welfare Co-ordinator
5	Mrs. Yogita Autade	Member
6	Ms. Teldhune Salome	Member
7	Ms. Mohini Sonawane	Member
8	Mr. Bramhne Vishal	Student Representative
9	Mrs. Jyoti Jadhav	Parent Representative