

DELHI TECHNOLOGICAL UNIVERSITY
(FORMERLY DELHI COLLEGE OF ENGINEERING)
SHAHBAD DAULATPUR, BAWANA ROAD, DELHI-110042

F. No. DTU/IQAC/2019-20/80/1722

Date: 01.06.2024

NOTIFICATION

Subject: Regarding SOPs with clear timelines for each feedback form

In compliance of the approval of Competent Authority, the SOPs with clear timelines for the following is attached herewith:

- 1.1 SOP for Exit Survey
- 1.2 SOP for Alumni Feedback
- 1.3 SOP for Teacher Feedback
- 1.4 SOP for Course Feedback
- 1.5 SOP for Employer Feedback
- 1.6 SOP for Infrastructure and Facilities Feedback
- 1.7 SOP for Parents Feedback

All the concerned Deans/ HODs/Branch Incharges are requested to follow this SOPs with clear timelines for each feedback form.


Neeta
11/06/24
(Prof. Neeta Pandey)
Director, IQAC

F. No. DTU/IQAC/2019-20/80/1722

Date: 01.06.2024

Copy to:

1. PA to VC for kind information to Hon'ble Vice Chancellor.
2. PA to Registrar for kind information to Registrar.
3. All Deans/ HoDs/Branch Incharges
4. Guard file.


(Dr. Prashant Giridhar Shambharkar)
Dy. Coordinator, IQAC



DELHI TECHNOLOGICAL UNIVERSITY, DELHI
INTERNAL QUALITY ASSURANCE CELL (IQAC)

SOP FOR FEEDBACK FROM STAKEHOLDERS

Summary

The DTU is pioneer in implementing outcome-based education as per the requirements of National Board of Accreditation. It is required to collect feedback from our stakeholders i.e. alumni, employer, teacher, parent, students etc. This will help to evaluate / improve program(s) in preparing students to become competent professional after graduation/ postgraduation. The following feedbacks are taken in the university:

1. Exit survey
2. Alumni Feedback
3. Employer Feedback
4. Course Feedback
5. Infrastructure and Facilities feedback
6. Teacher Feedback
7. Parents Feedback

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1.1 SOP for Exit Survey

1. Before Even semester Teaching Ends of each Academic Year, IQAC will send the Exit Survey form links for all programmes being conducted by departments to the respective HoD.
2. HoD will appoints departmental exit survey coordinator for smooth filling up of Exit Survey feedback form.
3. The departmental exit survey coordinator will issue notice to Final year students of UG/PG programs to fill up the exit survey form before Final year project examination/Final year Even Semester end term examination.
4. IQAC shall prepare summary of the exit survey feedbacks department wise/ program wise and share it to the concerned HODs after 15 days of End Term Theory & Practical Examination
5. All Departments shall identify the actions to be taken on exit survey feedback if any. The same shall be discussed in respective BoS of the department.
6. The Action Taken Report on summary of exit survey feedback shall be sent to IQAC by the end of every Academic Year.
7. IQAC shall compile the Action Taken Reports on summary of exit survey feedback from all the departments and present it in subsequent IQAC meeting.
8. IQAC shall request the departments to share the actions taken on point 5 above and communicate the same to IQAC within one month from the commencement of next Academic Year.

Check list:

1. Exit Survey Feedback forms
 2. Summary of Exit Survey feedback taken
 3. Actions identified
 4. IQAC minutes
 5. Action Taken Report
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1.2 SOP FOR ALUMNI FEEDBACK

1. IQAC will send the Alumni Feedback form (B. Tech, M. Tech and MBA) links to the Dean Alumni Affairs before the commencement of each Academic Year.
2. Dean Alumni Affairs shall ask for nomination of the faculty member who will work as Departmental Alumni Coordinator.
3. HoD nominates a Departmental Alumni Coordinator for smooth filling up of Alumni Feedback form.
4. Office of Dean Alumni Affairs will send the Alumni Feedback form links of all relevant programmes being conducted by departments to the respective HoD/ Departmental Alumni Coordinator.
5. The Departmental Alumni Coordinator shall make a copy of Alumni Feedback form for each program run by the department using the following steps:
 - a. Click on the link provided and you will be prompted to save a copy of it in your own Google Drive.
 - b. Click on 'Make a copy' which will make a copy of the form in YOUR Google Drive.
 - c. Edit the form name to identify the program name (e. g. Alumni Feedback form – B. Tech. ECE) in the title
6. Departmental Alumni Coordinator shall share the program wise links of Alumni Feedback form to respective Alumni in online / offline mode.
7. The program wise Alumni feedback shall be collected at least once in a year preferably at the end of odd semester of each Academic Year by the Departmental Alumni Coordinator.
8. HoD shall share the collected Alumni feedbacks with office of Dean Alumni Affairs within 15 days from beginning of even semester of each Academic Year.

9. The Alumni feedbacks shall be comprehended by office of Dean Alumni Affairs for identifying (i) any modifications in the curriculum and/ or (ii) activities to help attaining program outcomes.
10. The Dean Alumni Affairs shall communicate the all observations to the IQAC office and relevant observations to office of the Dean (UG, PG, SW, etc) within 45 days from beginning of even semester of each Academic Year.
11. IQAC shall compile the Action Taken Reports on summary of Alumni feedback from all the departments and present it in subsequent IQAC meeting.

Check list :

1. Alumni Feedback forms
2. Summary of Alumni feedback taken
3. Action identified
4. IQAC minutes
5. Action Taken Report



1.3 SOP FOR TEACHER FEEDBACK

1. IQAC will share the Teacher Feedback on Course form link to the HoD one month before the end semester examination.
 2. HoD Office shall share the Teacher Feedback on Course to all the faculty/teachers of the Department.
 3. Faculty/Teacher shall customize the Teacher Feedback on Course for the course(s) taught by them in each semester.
 4. The Faculty/Teacher shall modify the form by following steps below.
 - i. Click on the link provided and you will be prompted to save a copy of it in your own Google Drive.
 - ii. Click on 'Make a copy' which will make a copy of the form in YOUR Google Drive.
 - iii. Edit the form to fill out Course Name, Semester etc. in the title
 5. Faculty/Teacher shall give the feedback of the course taught to HOD by 15th December and 31st May for odd and even semester of each academic year.
 6. The analysis on the feedback shall be discussed in the faculty meeting to identify the additions/ deletions/ modifications in the syllabus of the courses, if any.
 7. The action to be taken on point 5, if any, shall be discussed in respective BoS of the department within one month of the commencement of odd and even semester of each academic year.
 8. Necessary action taken shall be presented by HOD in the subsequent Academic Council meeting if any.
 9. HOD of each department shall share the consolidated report on Teachers Feedback to IQAC by February end and September end of each Academic Year.
 10. IQAC shall compile the Action Taken Reports on summary of Teachers Feedback on Course from all the departments and present it in subsequent IQAC meeting.
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Check list:

1. Feedback forms
2. Summary of feedback taken
3. Action identified
4. IQAC minutes
5. Action Taken Report



1.4 SOP FOR COURSE FEEDBACK

1. IQAC will share the Course Feedback form link to the HoD one month before the end semester examination.
2. HoD Office shall share the customizable Course feedback link to all the subject teachers teaching in the current semester. The Course feedback is useful for the attainment of COs for a given course.
3. The teacher shall modify the form by following steps below.
 - i. Click on the link provided and you will be prompted to save a copy of it in your own Google Drive.
 - ii. Click on 'Make a copy' which will make a copy of the form in YOUR Google Drive.
 - iii. Edit the form to fill out Course Name, Semester etc in the title and replace CO1, CO2 etc. With the specific COs of your own course.
 - iv. Send a link of the form to the students.
4. Teacher shall collect the Course feedbacks from students on Course(s) taught before Teaching Ends in each semester.
5. The faculty shall calculate the indirect CO attainment from the feedback received for all the course(s) taught by him/her and also calculate CO attainment within 45 days after the Teaching Ends in each semester. Also, the faculty should identify action to be taken in case the target for CO attainment is not achieved.
6. The faculty shall submit any specific suggestion given by the students on the course(s) and CO attainment to the HOD within 15 days from the commencement of next semester.
7. HOD of each department shall discuss the outcome of point 6, if any in the BoS meeting and correspondingly set targets for CO attainment.
8. HOD shall share the consolidated report of CO attainment to IQAC by February end and September end of each Academic Year.
9. IQAC shall compile the CO attainment for various program(s) from all the departments and present it in subsequent IQAC meeting.

Check list:

1. Course Feedback forms
2. Summary of Course Feedback taken
3. Action identified
4. IQAC minutes
5. Action Taken Report


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1.5 SOP FOR EMPOLYER FEEDBACK

1. IQAC will send the Employer Feedback form link to the Training and Placement Officer one month before the commencement of each Academic Year.
2. Training and Placement Office shall take the Employer Feedback from the Employers visiting the Campus for placement in Online/Offline mode.
3. Training and Placement office shall compile the feedback, and analyse the same.
4. The general comments shall be shared with all the Head of Departments and comments specific to the department shall be shared with the relevant Head of Department after two weeks of completion of Placement of current batch.
5. Department shall identify the actions to be taken on Employer Feedback if any. The same shall be discussed in respective BoS of the department. (1st week of July each year)
6. The Training and Placement office shall collect the action taken from the department and consolidate the action taken reports. (1st week of August of each year)
7. The Consolidated Action Taken Report shall be sent by T&P to IQAC by the mid of August.
8. IQAC shall present the Consolidated Action Taken Report on Employer Feedback in subsequent IQAC meeting.

Check list:

1. Employer Feedback forms
2. Summary of Employer Feedback taken
3. Action identified
4. IQAC minutes
5. Action Taken Report



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1.6 SOP FOR INFRASTRUCTURE AND FACILITIES FEEDBACK

1. IQAC will share the Infrastructure and Facilities feedback form link to the office of DSW.
2. Office of DSW shall frequently share the google form of Infrastructure and Facilities feedback to the students of the University.
3. Office of DSW shall quarterly compile and analyse the Infrastructure and Facilities feedback and send the report to the concerned office on **INFRASTRUCTRE** to HODs/ CPO office/ Librarian/ Chief Warden/ OIC Health Center/ Head CC/ Security etc. and **FACILITY** to General Administration.
4. The analysis on the Infrastructure and Facilities feedback and action to be taken will be presented by concerned office and General Administration in the Quarterly IQAC meeting.

Check list:

1. IQAC will share the Infrastructure and Facilities Feedback forms
2. Summary of Infrastructure and Facilities feedback taken
3. Action identified
4. IQAC minutes
5. Action Taken Report

1.7 SOP FOR PARENTS FEEDBACK

1. IQAC will share the Parents Feedback link to the HoD one month before even semester Teaching ends.
2. HoD will appoints Departmental Parents feedback coordinator for smooth filling up of form.
3. The departmental Parents feedback coordinator shall customize the Parents Feedback for the course(s) taught by them in each semester.
4. The departmental Parents feedback coordinator shall modify the form by following steps below.
 - i. Click on the link provided and you will be prompted to save a copy of it in your own Google Drive.
 - ii. Click on 'Make a copy' which will make a copy of the form in YOUR Google Drive.
 - iii. Edit the form to fill out Course Name, Semester etc. in the title
5. The departmental Parents feedback coordinator will issue notice to Final year students of UG/PG programs to fill up the Parents feedback coordinator form before Final year project examination/Final year Even Semester end term examination. At the same time, this form shall also be used to take samples for Parents feedback from remaining students.
6. The departmental Parents feedback coordinator shall prepare summary of the feedback feedbacks received from parents and share it to the HODs after 15 days of End Term Theory & Practical Examination
7. All Departments shall identify the actions to be taken on Parents feedback if any. The same shall be discussed in respective BoS of the department.
8. The Action Taken Report on summary of Parents feedback shall be sent to IQAC by the end of every Academic Year.
9. IQAC shall compile the Action Taken Reports on summary of Parents Feedback from all the departments and present it in subsequent IQAC meeting.

Check list:

1. Parents Feedback forms
2. Summary of Parents feedback taken
3. Actions identified
4. IQAC minutes
5. Action Taken Report