

Feedback Mechanism

(All Program- Distance Education)

This SOP provides a structured approach to manage distance education programs, ensuring regulatory adherence, program quality, and an effective learning environment for students. Regular review and updates should align with UGC-DEB and government policy changes.

1. Objective

To establish a framework for the effective management, delivery, and quality assurance of distance education programs as per UGC regulations 2020 for ODL/ OL mode.

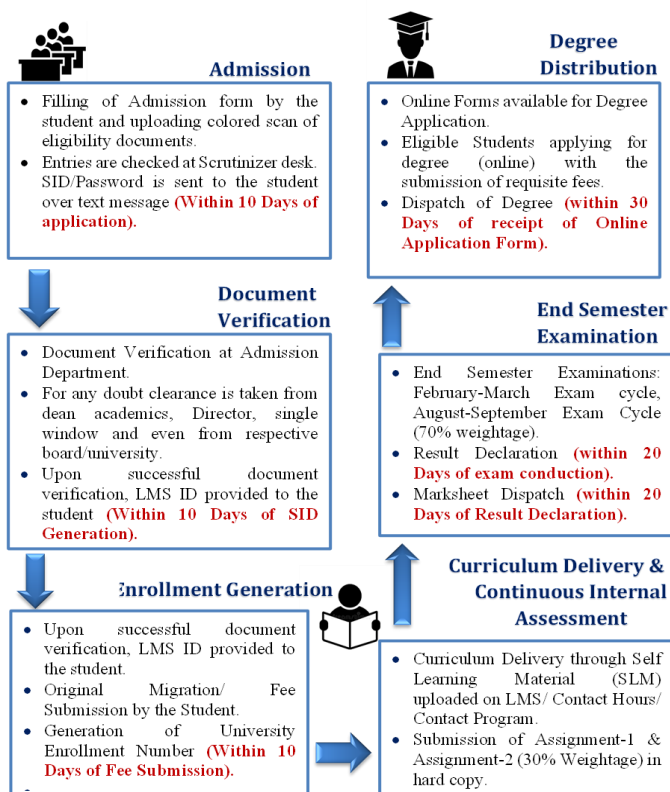
2. Scope

This SOP applies to all activities related to distance education within the institution, including program administration, admission, student support, faculty management, course delivery, examination and assessment, grievance redressal and feedback mechanisms.

3. Regulatory Compliance

- Ensure all distance education programs comply with UGC (Open and Distance Learning) Regulations, 2020.
- Obtain and maintain necessary approvals from UGC-DEB for each course offered.
- Periodic submission of compliance reports, academic calendars, and student admission records to UGC-DEB.
- Follow National Education Policy (NEP) 2020 guidelines where applicable, ensuring inclusivity and accessibility.

Flow chart of Student Progression at CDOE



4. Quality Assurance and Feedback

Well established Centre for Internal Quality Assurance (CIQA) should assure effective learning via distance mode, comparable to the conventional mode with inculcation of required skills in the learner as expected in the relevant program outcome with the CDOE, SGVU, Jaipur. The university will work continuously for the betterment of processes, assessments, teaching methodology, e-learning material improvisation as per four quadrant approach and implementation of the same as per New Education Policy. The University is committed to deliver the best education in all the learning modes with adherence to NEP, UGC and other regulatory guidelines in truly global sense. For this, CIQA will do periodic assessment of the online learning course material and audio video tutorials and will assure that the quality of learning is maintained and time to time changes are made as per the requirement of the course. It will also access the quality of assignments, quizzes and end term assessment time to time and required changes will be assured by them to maintain the quality of the learning program. CIQA should ensure the following:

- Gather feedback from students, parents, members of civil society, academicians & faculty members, industry persons & employers and alumni to assess program effectiveness.
- Conduct annual reviews of curriculum, teaching methodologies, and support systems, implementing changes as necessary.
- Conduct regular reviews of teaching performance and feedback from students.
- Ensure faculty availability for regular student consultations and online interactions.
- Effective working of the student support system i.e. mentor system and grievance redressal committee
- Publish all course information, policies, admission details, and updates on the institution's official website.

Student's Feedback Form

Name of Program/Course (as applicable):

We shall highly appreciate, and will be grateful to you, if you spare some of your valuable time to fill up this feedback form on **Design and Outcomes of Curriculum, Teaching- Learning Processes** and your **Overall Experience** with the **SGVU Centre for Distance & Online Education (CDOE), Jaipur**. It will help us to improve further.

Tick the number that best describes your level of satisfaction at each question: 1 - Poor, 2 -Average, 3 -Satisfied, 4- Very Good, 5- Excellent

	Items	1	2	3	4	5
1	How do you rate the fulfillment of objectives of the program?					
2	How do you rate the overall coverage of the program?					
3	How do you rate the coverage of the program in depth?					
4	How do you rate the coverage of applications/case studies/ live examples in the program?					
5	Would students be able to use the skills in the industry?					
6	How effectively does the program curriculum address the needs of the learning?					
7	How do you rate the offering of the electives in terms of their relevance to the specialization streams?					
8	How do you rate the relevance of the Text Books and reference books in the syllabus?					
9	How do you Rate the distribution of the courses in a semester in the program?					
10	How do you rate the domain used for designing the project components?					
11	How do you rate competencies expected out of the course?					
12	How do you rate the evaluation scheme in the program?					
13	Overall, how is/was your experience in the program?					
14	How do you rate the outcomes of the Course/ programs?					

What specifically did you find most useful in the program?

What specifically did you find least useful in the program?

How could the program be improved? What specific comments do you have regarding the curriculum?

Any other comment(s):

On a scale of 1 to 5, how do you rate your overall satisfaction with curriculum?

1	2	3	4	5
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If you were dissatisfied with any aspect, please comment further:

Name: _____

Branch: _____

Semester

Signature

Date: _____

Alumni's Feedback Form

Name of Program/Course (as applicable):

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Tick the number that best describes your level of satisfaction at each question: 1 - Poor, 2 -Average, 3 -Satisfied, 4- Very Good, 5- Excellent

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12	How do you rate the evaluation scheme in the program?					
13	Overall, how is/was your experience in the program?					
14	How do you rate the outcomes of the Course/ programs?					

What specifically did you find most useful in the program?

What specifically did you find least useful in the program?

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Any other comment(s):

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On a scale of 1 to 5, how do you rate your overall satisfaction with curriculum?

1	2	3	4	5
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If you were dissatisfied with any aspect, please comment further:

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Name: _____

Designation _____

Affiliation: _____

Signature _____

Date: _____

Industry Personal's Feedback Form

Name of Program/Course (as applicable):

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What specifically did you find most useful in the program?

What specifically did you find least useful in the program?

How could the program be improved? What specific comments do you have regarding the curriculum?

Any other comment(s):

On a scale of 1 to 5, how do you rate your overall satisfaction with curriculum?

1	2	3	4	5
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If you were dissatisfied with any aspect, please comment further:

Name: _____

Designation: _____

Name of the Industry:

Signature

Date:

Academician's Feedback Form

Name of Program/Course:

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What specifically did you find most useful in the program?

What specifically did you find least useful in the program?

Any other comment(s):

On a scale of 1 to 5 how do you rate your overall satisfaction with curriculum?

1	2	3	4	5
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If you were dissatisfied with any aspect, please comment further:

Name: _____

Designation: _____

Affiliation

Signature:

Date: _____

Civil Society & Parent's Feedback Form

Name of Program/Course (as applicable):

We shall highly appreciate, and will be grateful to you, if you spare some of your valuable time to fill up this feedback form on **Design and Outcomes of Curriculum, Teaching- Learning Processes and your Overall Experience with the SGVU Centre for Distance & Online Education (CDOE), Jaipur**. It will help us to improve further.

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What specifically did you find least useful in the program?

How could the program be improved? What specific comments do you have regarding the curriculum?

Any other comment(s):

On a scale of 1 to 5, how do you rate your overall satisfaction with curriculum?

1	2	3	4	5
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If you were dissatisfied with any aspect, please comment further:

Name: _____

Designation/Profession

Affiliation:

Signature:

Date: _____