



STANDARD OPERATING PROCEDURE (SOP)

University Survey Reporting — First Impression Survey & Student Course Evaluation

SOP Title	University Survey Reporting: First Impression Survey & Student Course Evaluation	SOP No.	QEC-SOP-01
Owning Office	Quality Enhancement Cell (QEC)	Version	1.0
Applies To	University wide	Effective Date	02/07/26
Approved By	Competent Authority	Review Cycle	3 Years

1. Purpose

This SOP defines the standard timeline, responsibilities, and reporting workflow for the two recurring student feedback cycles administered each semester by QEC: the First Impression Survey (early-semester check) and the Student Course Evaluation (end-of-term evaluation). It ensures both cycles run on a consistent schedule, results reach the Vice Chancellor (VC) on time, and corrective actions are issued to Deans and Campus Directors without delay.

2. Scope

Applies to all nine academic departments — Business Administration, Computer Science, Education & Social Science, Engineering, Media Sciences, Pharmacy, Nursing, Allied Health Sciences, and Fashion & Design — across all campuses, for every regular semester (Fall/Spring).

3. Definitions

- First Impression Survey (FIS): A short early-semester pulse survey capturing students' initial experience of a course/instructor, run before mid-term examinations so issues can still be corrected within the same semester.
- Student Course Evaluation (SCE): The comprehensive end-of-term evaluation of course content and instructor performance, run after teaching concludes.
- Corrective Action Report (CAR): A short set of department/instructor-specific recommendations issued alongside survey results.

4. Roles & Responsibilities

Role	Responsibility
QEC	Owens the process end-to-end: survey design, scheduling, data collection oversight, compilation, analysis, report drafting, and submission to VC.
IT / Survey Administrator	Configures the online survey tool, manages access windows through IULMS and IQRA app (open/close dates), and exports raw data.
Deans/ Department HODs/ Program Heads	Communicate surveys to students and faculty encourage participation to protect response rate
Vice Chancellor (VC)	Reviews and approves the final compiled report each cycle; authorizes corrective action distribution.
Deans / Campus Directors	Make corrective action reports; submit a department-level action plan within 7 working days; ensure follow-up at instructor level.

5. Process A — First Impression Survey (Early-Semester Cycle)

Runs early in the semester, ahead of mid-term examinations, so that any concerns can still be addressed while the course is in progress.

Week	Activity	Owner
Week 1–2	Preparation: finalize survey questionnaire, configure survey tool, notify department coordinators and faculty of the upcoming window.	QEC

Week	Activity	Owner
Week 3	Survey opens to students (before mid-terms).	QEC
Week 4	Monitoring window: track response rates by departments and send reminders to low response by department Hods.	QEC
Week 5	Survey closes. And campuses submit to the Survey data to Main Campus QEC	QEC
Week 6	Data compilation, and analysis; Final Report compiled and submitted to VC.	QEC
Week 6	Corrective Action Report issued to Deans and Campus Directors.	QEC (on VC approval)

6. Process B — Student Course Evaluation (End-of-Term Cycle)

Runs later in the semester and continues through the Final Examination period, capturing a complete picture of the course once teaching has concluded.

Week	Activity	Owner
Week 8	Survey opens to students.	QEC
Week 9 – Finals	Response rates are continuously monitored throughout the teaching weeks and final examination period and reminder emails are sent to the respective HoDs to improve participation.	QEC
End of Finals	Survey closes once Final Examinations conclude. All campuses submit the finalized survey data to the Main Campus Quality Enhancement Cell (QEC) for consolidation, analysis, and reporting.	QEC
Post-Finals (+1 week)	Data compilation, cross-department instructor aggregation, and Final Report submitted to VC.	QEC
Post-Finals (+1 week)	Corrective Action Report issued to Deans and Campus Directors.	QEC (on VC approval)

7. Combined Semester Timeline (Summary)

Semester Week	First Impression Survey	Student Course Evaluation
Week 1–2	Preparation	—
Week 3	Survey Open	—
Week 4	Monitoring	—
Week 5	Survey Close	—
Week 6	Compilation → Report to VC → Corrective Action to Deans/Campus Directors	—
Week 7	—	Preparation
Week 8	—	Survey Open

Semester Week	First Impression Survey	Student Course Evaluation
Week 9 – Finals week	—	Monitoring (through Final Exams)
End of Finals	—	Survey Close
Post-Finals	—	Compilation → Report to VC → Corrective Action to Deans/Campus Directors

8. Corrective Action & Escalation Protocol

1. QEC submits the compiled report (department-wise and instructor-wise) to the VC for review.
2. On VC approval QEC issues a Corrective Action Report to each Dean and Campus Director, The report identifies:
(a) instructors and courses with an overall evaluation score below the acceptable threshold of 70%; (b) courses with response rates below the minimum required threshold, rendering the survey results statistically unreliable; and (c) recurring themes and concerns identified from students' open-ended feedback for further corrective action.
3. Deans/Campus Directors submit a department-level action plan to QEC within 7 working days of receiving the corrective action report.
4. Respective Deans maintains a record of the Corrective Action Plans (CAPs) and QEC monitors their implementation. In the subsequent semester, QEC re-evaluates the instructor's/course's score to verify whether the required threshold has been achieved or not.

9. Records & Retention

- Raw survey data, compiled reports, and Corrective Action Reports are retained by QEC.
- Instructor-identifiable results are treated as confidential and shared only with the VC, the relevant Dean/Campus Director, and the instructor concerned.

10. Review & Revision

This SOP is reviewed annually by QEC, or sooner if the semester calendar, survey tool, or reporting structure changes. Revisions require VC approval before taking effect.