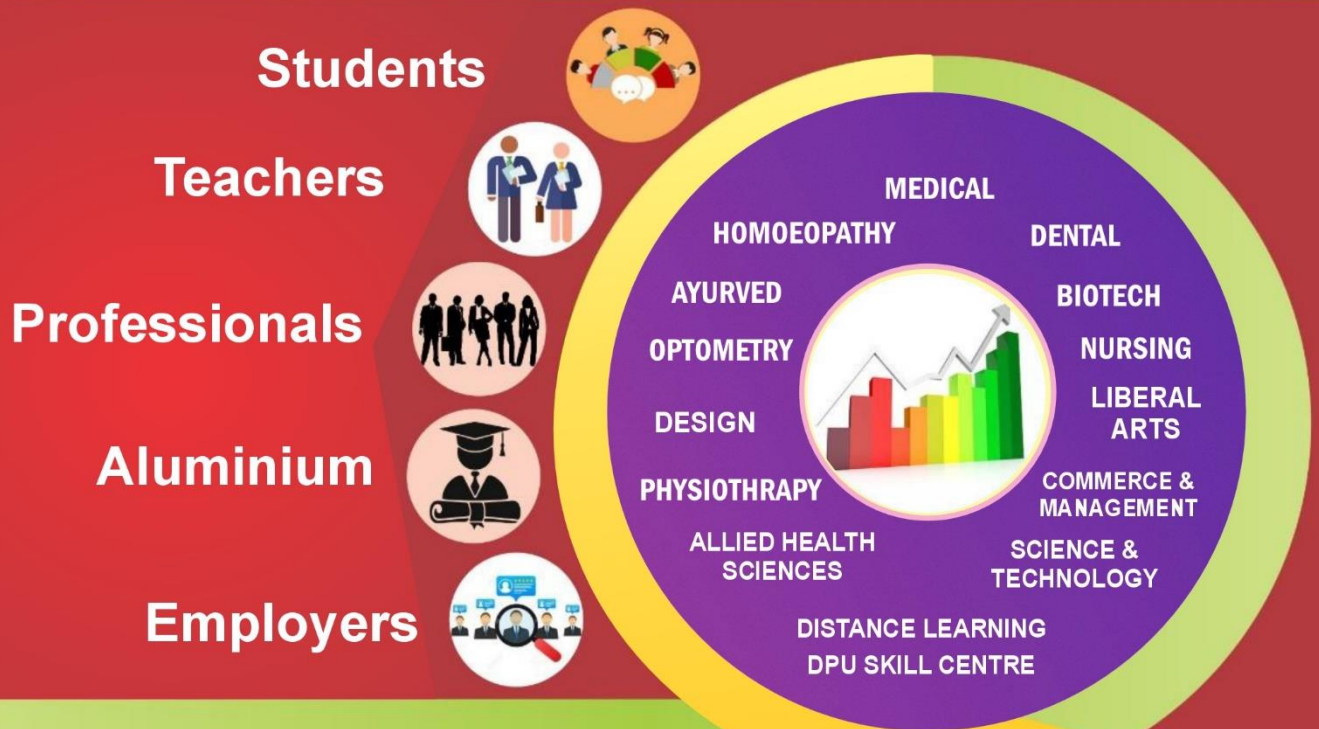


Revised Standard Operating Procedure for Feedback Analysis



DPU

**DR. D. Y. PATIL VIDYAPEETH
(DPU), PIMPRI, PUNE**
(Deemed to be University)

(Accredited (3rd Cycle) by NAAC with a CGPA of 3.64 on four point scale at 'A++' Grade)
(Declared as Category - I University by UGC Under Graded Autonomy Regulations, 2018)

Implementation Date: April 2019
Amendment Date: December 2024



Dr. D. Y. PATIL VIDYAPEETH, PIMPRI, PUNE
(Deemed to be University)

(Accredited (3rd Cycle) by NAAC with a CGPA of 3.64 on four point scale at 'A++' Grade)
(Declared as Category - I University by UGC Under Graded Autonomy Regulations, 2018)
(An ISO 9001:2015 and 14001:2015 Certified University and Green Education Campus)

Prof. Dr. J. S. Bhawalkar
Registrar

Ref. No. : DPU/ 186(a)-J(xiv)/25
Date : 27 / 02 / 2025

NOTIFICATION

WHEREAS, in pursuance of the resolution passed by the Board of Management at its meeting held on **12th April 2019** vide its resolution No. **BM-19(iv)-19** and the decision taken by the Vidyapeeth Authorities, the Vidyapeeth has published the '**Standard Operating Procedure (SOP) for Feedback Analysis**' for Dr. D. Y. Patil, Vidyapeeth, Pune.

AND WHEREAS the Executive Council has amended the said '**SOP for Feedback Analysis**' at its meeting held on **18th December 2024** vide its resolution No. **EC-55(xiv)-24** and the decision taken by the Vidyapeeth Authorities.

It is hereby notified for the information of all concerned that Dr. D. Y. Patil, Vidyapeeth, Pune, has published '**Revised Standard Operating Procedure (SOP) for Feedback Analysis**'. (amended in **December 2024**)' for your information and record.

The Revised SOP is comprised of the following:

- | | |
|--------------|--------------------|
| ➤ Preamble | ➤ Responsibilities |
| ➤ Objectives | ➤ Scope |
| ➤ Overview | ➤ Methodology |

The '**Revised Standard Operating Procedure (SOP) for Feedback Analysis (amended in December 2024)**' will serve as a detailed SOP for staff and will be useful to all concerned. This will come into force with immediate effect.



(Dr. J. S. Bhawalkar)
Registrar

Copy to;

1. P.S. to Chancellor for the Kind information of Hon'ble Chancellor, Dr. D. Y. Patil Vidyapeeth Pune.
2. P.S. to Vice Chancellor for the Kind information of Hon'ble Vice Chancellor, Dr. D.Y. Patil Vidyapeeth, Pune.
3. P.S. to Pro Vice Chancellor for the Kind information of Hon'ble Pro Vice Chancellor, Dr. D. Y. Patil Vidyapeeth, Pune.
4. Director (IQAC), Dr. D.Y. Patil Vidyapeeth, Pune.
5. Director (Administration: Quality Assurance, Faculty Development & Research), Dr. D. Y. Patil Vidyapeeth, Pune
6. Director (Research), Dr. D.Y. Patil Vidyapeeth, Pune.
7. Controller of Examinations, Dr. D.Y. Patil Vidyapeeth, Pune.
8. Finance Officer, Dr. D.Y. Patil Vidyapeeth, Pune.
9. All the Heads of the Colleges / Institutes of DPU
10. Webmaster for uploading on DPU website.

Encl.: As above

Sant Tukaram Nagar, Pimpri, Pune - 411018, Maharashtra (India)
Phone : + 91-20-27805000, 27805001, Email : registrar@dpu.edu.in

Standard Operating Procedure (SOP) for Feedback Analysis

WHEREAS Dr. D. Y. Patil Vidyapeeth (DPU), Pimpri, Pune (Deemed to be University) has been classified as Category I University by UGC and ranked 44th in University Category by NIRF 2024, MHRD and New Delhi. Dr. D. Y. Patil Vidyapeeth (DPU), Pimpri, Pune (Deemed to be University) has thus earned these distinctions in a short period of time since it was recognized by UGC in 2003 as a Deemed to be University.

WHEREAS as per the provisions of University Grants Commission (Institution Deemed to be University) Regulations, 2019 sub clause 10.7 and sub-sub Clause No. 10.07.1 and 10.07.2 of the Regulations and also provisions of the Bye-Laws of Dr. D. Y. Patil Vidyapeeth (DPU), Pimpri, Pune (Deemed to be University), Byelaw No 1.1.4 clause No. i, ii, xx(19) provides that the Board of Management shall be the Principal Organ of Management and the Apex Executive Body of the Institution Deemed to be University, with powers to make rules and shall be the final decision making body in respect of every matter including academic, administrative, personnel, financial, development matters of institution Deemed to be University.

AND WHEREAS, as per the provisions of University Grants Commission (Institution Deemed to be University) Regulations, 2023 Clause 11 and Sub Clause No. 11 (3) and 11 (4), Clause 13 and Sub Clause No. 13 (1) and 13 (2) of the Regulations provides that the Executive Council shall be the Principal Organ of Management and the Apex Executive Body of the Institution Deemed to be University, with powers to make rules and shall be the final decision making body in respect of every matter including academic, administrative, personnel, financial, development matters of institution Deemed to be University.

WHEREAS, after thorough consideration of various strategies to enhance the quality of education and in alignment with the objective to ensure uniform, standardized, and transparent processes across all constituent units of Dr. D. Y. Patil Vidyapeeth (DPU), Pimpri, Pune (Deemed to be University), the University has resolved to establish a Standard Operating Procedure (SOP) for Feedback Analysis.

AND WHEREAS this SOP aims to facilitate systematic collection, analysis, and action on feedback from stakeholders—students, teachers, employers, alumni, professionals, to drive continuous quality improvement in curricula, teaching-learning processes, infrastructure, and learning resources; all Constituent Colleges/Institutes are mandated to adhere to the processes outlined herein, ensuring educational excellence through evidence-based enhancements and the attainment of learning outcomes at the Programme and Course levels. This SOP shall remain in effect until further amendments are notified by Dr. D. Y. Patil Vidyapeeth (DPU), Pimpri, Pune (Deemed to be University).

Preamble:

Dr. D. Y. Patil Vidyapeeth, (DPU), Pimpri, Pune (Deemed to be University), a distinguished institution in Health Sciences, is committed to fostering academic excellence and institutional accountability through a robust feedback mechanism. The revised Standard Operating Procedure (SOP) for Feedback Analysis, establishes a standardized, transparent, and digital framework for collecting, analysing, and acting on feedback from diverse stakeholders—students, teachers, employers, alumni, professionals. Leveraging the DPU-ERP system, this SOP ensures continuous quality enhancement in curricula, teaching-learning processes, infrastructure, and learning resources, aligning with NAAC and UGC guidelines. The revised SOP introduces significant amendments, including expanded methodology details, clarified responsibilities for the Institutional Feedback Committee and DPU Vidyapeeth Coordinator, enhanced IQAC duties, integration of precise feedback templates, visual aids like screenshots and flow charts, and new sections on compliance, training, and annual reviews. These updates address previous gaps, incorporate stakeholder inputs and technological advancements, and strengthen the feedback mechanism's effectiveness, reinforcing the university's dedication to quality assurance and sustained excellence in higher education.

Objective

To implement a systematic, digital feedback mechanism that:

- Collects structured feedback from stakeholders periodically.
- Analyzes feedback to identify strengths and areas for improvement.
- Facilitates actionable outcomes to enhance curricula, teaching methodologies, infrastructure, and learning resources.

Overview

- To sustain excellence and improve quality measures, Dr. D. Y. Patil Vidyapeeth (DPU), Pimpri, Pune (Deemed to be University) shall follow this Standard Operating Procedure (SOP) to collect and utilize feedback from stakeholders. The curriculum revision and redesign process shall incorporate recent developments and stakeholder inputs.

Responsibilities:

Head of the Institution/College/Centre

- Oversee SOP implementation across the institution.
- Constitute the Institutional Feedback Committee.
- Announce the academic schedule for feedback collection.
- Supervise the preparation and submission of the Action Taken Report (ATR).

This SOP applies to all constituent colleges, institutions, and centers under DPU Vidyapeeth. It covers feedback from following stakeholders on curriculum.

Sr.	Stakeholder	Frequency	Model	Module of collection; digital/online
1	Students	Biannually	all students	Yes
2	Teachers	Annually	all students	Yes
3	Employers	Annually	random sample	Yes
4	Alumni	Annually	random sample	Yes
5	Professionals	Annually	random sample	Yes

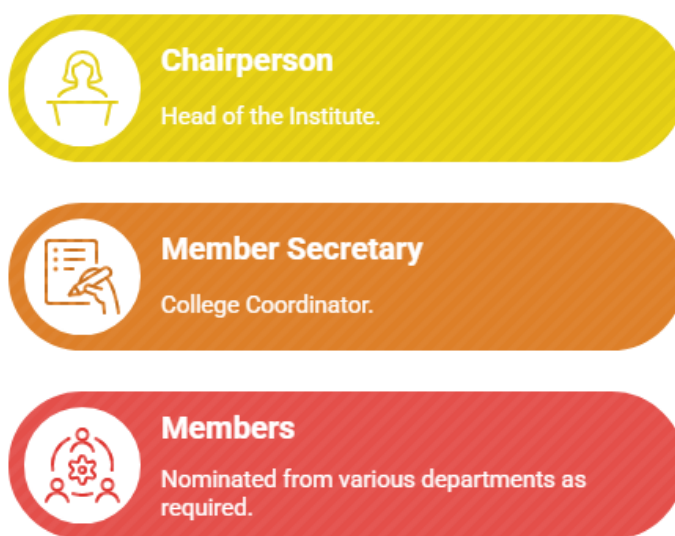
Scope:

This SOP applies to all processes related to gathering and implementing feedback from stakeholders to support the revision and redesign of curricula based on recent developments and stakeholder inputs.

Committee Formation for Feedback Collection, Analysis, and Action:

DPU Vidyapeeth has decentralized the feedback mechanism to all constituent institutions by establishing an “**Institutional Feedback Committee.**” The committee shall be constituted as follows:

- **Chairperson:** Head of the Institute
- **Member Secretary:** College Coordinator
- **Members:** Nominated by the Head of the Institute from various departments as required



Methodology:

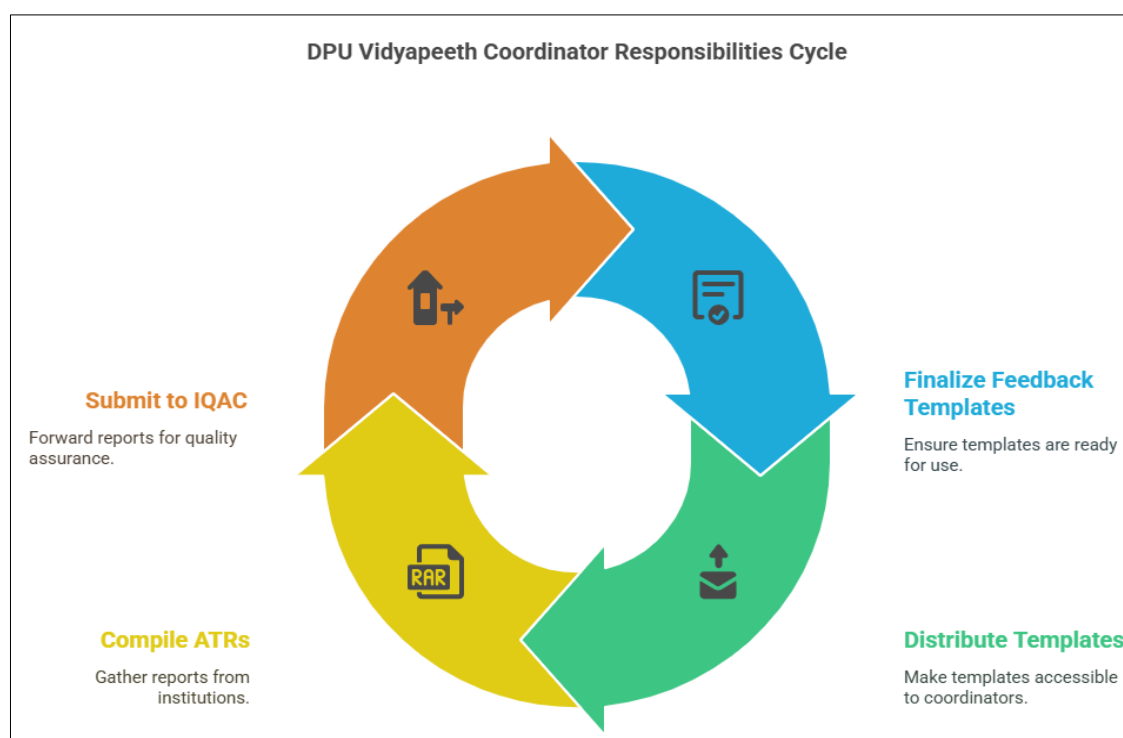
1. Ensure the availability of digital infrastructure and technical support from the IT Department.
2. Provide students and teachers with unique usernames and passwords for accessing the DPU ERP system.
3. Share the feedback submission link via the DPU ERP dashboard inbox for students and faculty within the designated timeframe.
4. Engage IT experts to facilitate digital feedback collection and assist in data analysis.
5. Require students and teachers to submit feedback within the specified timeframe.
6. Automatically deactivate the feedback link after the designated timeframe expires.

Responsibilities of the Institutional-Level Feedback Committee:

1. The Head of the Institute shall announce the academic schedule for collecting feedback from students and teachers.
2. Utilize the question template for stakeholder feedback collection as provided in the Annexure.
3. Facilitate online feedback submission through the DPU ERP module.
4. Analyze online feedback using in-house software developed by the IT Department.
5. Provide all institute coordinators with unique DPU ERP usernames and passwords to access feedback data.
6. Generate graphical and tabular representations to derive implications and conclusions.
7. Prepare a final report by the Feedback Committee for presentation at respective college council meetings by coordinators.
8. Develop an Action Taken Report by the Head of the Institute.
9. Present and summarize the Action Taken Report at the Vidyapeeth Meeting, chaired by the Hon. Vice Chancellor.

Responsibilities of DPU Vidyapeeth Coordinator:

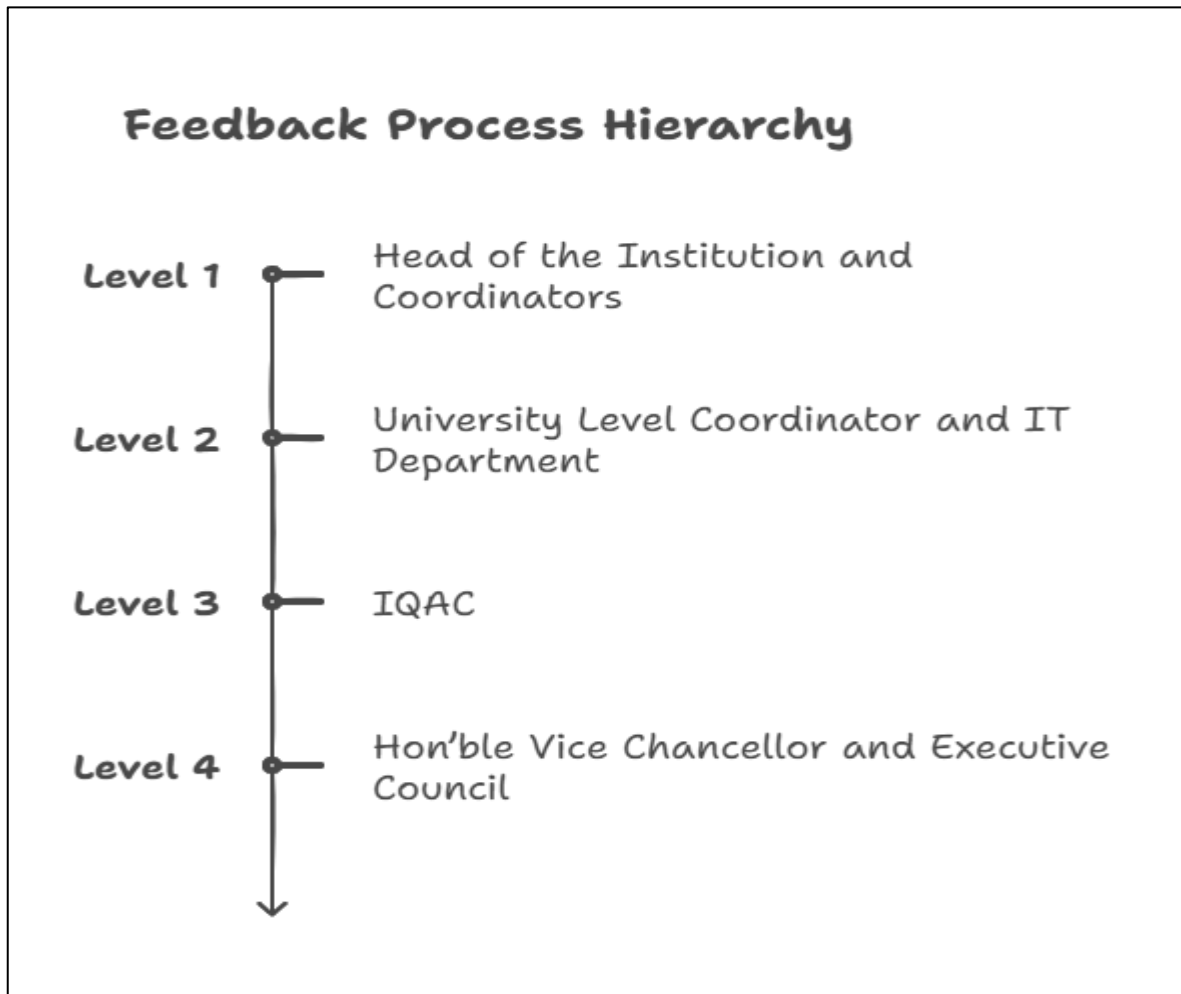
- Finalize feedback question templates and ensure their availability to institute coordinators via DPU ERP.
- Review the feedback mechanism annually, providing suggestions for process improvements.
- Compile ATRs from all constituent institutions and forward them to the Internal Quality Assurance Cell (IQAC).



Internal Quality Assurance Cell (IQAC)



Flow Chart of Feedback Process



Role of IT Department:

- Ensure robust digital infrastructure (DPU-ERP system, “Campus DPU-ERP” mobile app on Android/iOS).
- Provide unique usernames and passwords to students, teachers, and coordinators for ERP access.
- Distribute feedback links via the DPU-ERP dashboard inbox during the stipulated timeframe.
- Provide IT expert support for digital feedback collection and analysis using in-house software.
- Automatically disable feedback links after the specified timeframe to ensure timely submission.
- Maintain data security and integrity during feedback storage and analysis.

The IT department enables students to conveniently submit their feedback online through the "Campus DPU-ERP" platform, accessible via both Android and iPhone smartphones using the mobile application, or directly through the web portal.

Service web page in Google Chrome. Username and Password of all students are provided to all institution's "Student Sections" and student can get it from them. Procedure of feedback submission Page: Feedback Set Studentwise.aspx Questions will be displayed on the screen after clicking on specific staff name.

Feedback Question Template (student feedback form)



DR. D. Y. PATIL VIDYAPEETH, PUNE
(DEEMED TO BE UNIVERSITY)
DR. D. Y. PATIL MEDICAL COLLEGE, HOSPITAL & RESEARCH CENTRE
Sant Tukaram Nagar, Pimpri, Pune-18

Feedback on Curriculum by Students for Academic Year 2023-24

StudentID

#	Question	Excellent	Very Good	Good	Average	Poor
1.	The contents of each lesson were as per my prospects	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	Content of curricula had depth and extensive coverage	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	Curriculum contents Strengthened my skills and knowledge	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.	Goals and objectives of the respective subject were clearly stated in the curriculum	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.	Learning activities of respective subjects were matched the objectives	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6.	Methods of evaluation in all internal assessment and university examination were appropriate and fair	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.	I have acquired the skill to access electronic databases and apply the information so gathered in the medical education	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
8.	I do not face any difficulty in relating the lessons learned in the curriculum	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Any Suggestions

Training on Basic Life support, ACLS to be added

Submit

Feedback on Curriculum by Teachers for Academic Year 2023-24

StaffID & Name

#	Question	Excellent	Very Good	Good	Average	Poor
1.	Syllabus is suitable to the course	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	Curricula developed and implemented have relevance to the local, national, regional and global health care need	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	Programme outcome of the syllabus is well defined and clear	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.	Course outcome of the syllabus is well defined and clear	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.	The courses have good balance between theory and practical	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6.	Curriculum Focus on competency/ employability/ entrepreneurship/ skill-development	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.	Research oriented syllabus	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Any Suggestions	MCI can upgrade MBBS curriculum, Outcome and competency based medical education can be introduced in future
------------------------	---

Submit

Feedback on Curriculum by Alumni for Academic Year 2023-24

Name

Passing Year

2002

Course

Bachelor of Medicine and Bachelor of Surgery

➤ Feedback on Curriculum

#	Question	Excellent	Very Good	Good	Average	Poor
1.	Syllabus is suitable to the course	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	Curricula developed and implemented have relevance to the local, national, regional and global health care need	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	Programme outcome of the syllabus is well defined and clear	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.	Course outcome of the syllabus is well defined and clear	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.	The courses have good balance between theory and practical	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6.	Curriculum Focus on competency/ employability/ entrepreneurship/ skill-development	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.	Research oriented syllabus	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Any Suggestions	To start Any self-defence for girls for them to be fearless on the streets.
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➤ Overall Feedback

#	Question	Excellent	Very Good	Good	Average	Poor
1.	Adequacy of knowledge and Skills	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	Confidence of work self sufficiently	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	Ability to work as team	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.	Reliability/honesty towards assigned work	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.	Maintenance of work disciplines	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Any Suggestions	Excellent.
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Submit

Feedback on Curriculum by Professionals for Academic Year 2023-24

Name

Designation

District Magistrate

Organization

IAS

➤ Feedback on Curriculum

#	Question	Excellent	Very Good	Good	Average	Poor
1.	Syllabus is suitable to the course	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	Curricula developed and implemented have relevance to the local, national, regional and global health care need	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	Programme outcome of the syllabus is well defined and clear	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.	Course outcome of the syllabus is well defined and clear	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.	The courses have good balance between theory and practical	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6.	Curriculum Focus on competency/ employability/ entrepreneurship/ skill-development	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.	Research oriented syllabus	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Any Suggestions	Short Term training Programs in emerging fields in Dentistry can be organized
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➤ Overall Feedback

#	Question	Excellent	Very Good	Good	Average	Poor
1.	Adequacy of knowledge and Skills	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	Confidence of work self sufficiently	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	Ability to work as team	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.	Reliability/honesty towards assigned work	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.	Maintenance of work disciplines	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Any Suggestions	Overall good
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Submit

Feedback on Curriculum by Employers for Academic Year 2023-24

Name

Designation

Organization

➤ Feedback on Curriculum

#	Question	Excellent	Very Good	Good	Average	Poor
1.	Syllabus is suitable to the course	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	Curricula developed and implemented have relevance to the local, national, regional and global health care need	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	Programme outcome of the syllabus is well defined and clear	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.	Course outcome of the syllabus is well defined and clear	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.	The courses have good balance between theory and practical	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6.	Curriculum Focus on competency/ employability/ entrepreneurship/ skill-development	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.	Research oriented syllabus	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Any Suggestions	Any scope for adding Telemedicine counselling in syllabus?
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➤ **Overall Feedback**

#	Question	Excellent	Very Good	Good	Average	Poor
1.	Adequacy of knowledge and Skills	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2.	Confidence of work self sufficiently	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	Ability to work as team	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.	Reliability/honesty towards assigned work	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5.	Maintenance of work disciplines	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Any Suggestions	none
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Submit

Conclusion:

In pursuit of academic excellence and stakeholder satisfaction, this SOP establishes a structured and transparent mechanism for feedback management across all Constituent Colleges/Institutes of Dr. D. Y. Patil Vidyapeeth (DPU), Pimpri, Pune (Deemed to be University). By systematically collecting and acting upon feedback, the institution reaffirms its commitment to continuous improvement and quality assurance in all facets of higher education. All stakeholders are expected to actively participate in this process, thereby fostering a culture of accountability, responsiveness, and innovation. This policy shall remain in force until duly revised or superseded by further directives from the University authorities.

Date of Implementation : 12/04/2019

Date of Amendment : 18/12/2024

SD
Dr. J. S. Bhawalkar

Sr.	Question Description
STUDENT FEEDBACK ON CURRICULUM	
1	Content of curricula had depth and extensive coverage
2	Curriculum contents Strengthened my skills and knowledge
3	Goals and objectives of the respective subject were clearly stated in the curriculum
4	I do not face any difficulty in relating the lessons learned in the curriculum
5	I have acquired the skill to access electronic databases and apply the information so gathered in the medical education
6	Learning activities of respective subjects were matched the objectives
7	Methods of evaluation in all internal assessment and university examination were appropriate and fair
8	The contents of each lesson were as per my prospects
EMPLOYER, PROFESSIONALS, ALUMNI & TEACHER FEEDBACK ON CURRICULUM	
1	Course Outcome of the syllabus is well defined and clear
2	Curricula developed and implemented have relevance to the local, national, regional and global health care need
3	Curriculum Focus on competency/ employability/ entrepreneurship/ skill-development
4	Programme outcome of the syllabus is well defined and clear
5	Research oriented syllabus
6	Syllabus is suitable to the course
7	The courses have good balance between theory and practical