

Standard Operating Procedure (SOP) for Obtaining Stakeholder Feedback for the Postgraduate Institute of Science (PGIS), University of Peradeniya

1. Purpose:

To establish a structured process for systematically collect, analyze, and act upon feedback obtained from various stakeholders. This SOP aims to enhance the quality and effectiveness of the institute's operations, educational programs, resources and support by ensuring that stakeholder input is regularly acquired and used for continuous improvement.

2. Scope:

This SOP outlines the procedure to establish a structured process for obtaining and utilizing feedback from stakeholders, including students, academic staff, and external evaluators/professional bodies, to enhance the quality and effectiveness of the PGIS.

3. Responsibility:

Coordinator – IQAC

Coordinating Committee

Assistant Registrar (AR)

Management Assistants (MA) of Boards of study (BoS)

Curriculum Development and Revision Committee (CDRC)

Course coordinators

4. Detailed Procedure:

4.1. General guidelines

- The feedback process shall be transparent, systematic, and respectful of the rights of all stakeholders.
- The anonymity of the respondents shall be maintained throughout the process.
- Questionnaires issued by the PGIS (Annexure I-VI) shall be used when obtaining stakeholder feedbacks.
- No alterations shall be made to the existing forms. Any queries must be communicated to the AR/Coordinator - IQAC for subsequent implementation. However, forms should be reviewed annually and updated accordingly.
- Feedback process shall be carried out in either a physical or online format, depending on the requirement.

4.2. Feedback collection

i. Student feedback on the instructor, course and resources

- For courses conducted in-person, physical questionnaires shall be distributed at the end of the respective course (Annexure I). The course coordinators shall be responsible

in arranging the feedback process. The completed forms shall be forwarded to the IQAC-PGIS for analysis.

- Online courses may have an electronic questionnaire which shall be forwarded to the students by relevant course coordinators (Link). Before circulating the electronic feedback form, it needs to be renamed with Instructor/Course Evaluation form_Course Code/Academic Year. (Example: Instructor/Course Evaluation _CHN511_2020/21). The responses shall be forwarded to the IQAC-PGIS for analysis.

ii. Student feedback on supervisor

- Student feedback on their respective supervisor shall be obtained upon the submission of the thesis. MAs of respective BoS shall be responsible in arranging the feedback process which shall be conducted through either a physical (Annexure II) or online format (Link).
- If a student was supervised by more than one supervisor, separate forms need to be filled out for individual supervisor. The responses shall be forwarded to the IQAC-PGIS for analysis.

iii. Graduates' feedback on the PGIS

- Graduates' feedback on the PGIS shall be conducted at the time of their graduation (Annexure III, Annexure IV). The questionnaire shall be administered physically or online by the AR/MA of respective BoS. The responses shall be forwarded to the IQAC-PGIS for analysis.

iv. Academic staff, external evaluator, professional body feedback

- Feedback on curriculum, assessment criteria, available resources and facilities shall be obtained from the academic staff, external evaluators, and/or professional bodies.
- The coordinators of each programme shall take the responsibility of conducting the feedback collection process from the relevant stakeholders.
- Feedback process shall be carried out by the IQAC-PGIS in either a physical (Annexure V, Annexure VI) or online format (Links), depending on the requirement. Collected responses shall be forwarded to the IQAC-PGIS for analysis.

4.3. Data analysis

- i. Student feedback on the instructor, course and resources shall be analysed by the respective course coordinators and a summary report shall be provided to the Coordinator-IQAC. The Coordinator – IQAC shall submit an overall programme feedback summary report to the **Coordinating Committee and the Board of Management** annually or as required.

- ii. Student feedback on supervisor shall be analysed by the IQAC-PGIS and a summary report shall be submitted to the **Coordinating Committee and the Board of Management** as required.
- iii. Graduates' feedback on the PGIS shall be analysed by the IQAC-PGIS and a summary report shall be submitted to the **Coordinating Committee and the Board of Management** as required.
- iv. Academic staff, external evaluator, professional body feedback on the PGIS shall be analysed by the IQAC-PGIS and a summary report shall be submitted to the **Coordinating Committee and the Board of Management** as required.

4.4. Action plan and implementation

- The Coordinating Committee shall discuss the reports submitted by the IQAC coordinator.
- Action plans shall be developed by the IQAC coordinator based on the feedback analyses and the decisions taken at the Coordinating Committee Meetings (CCM), outlining specific steps and timelines for addressing concerns and making improvements.
- The actions shall be prioritized based on the significance and urgency of the issues raised. The action plan should also be approved at the CCM.
- Appropriate action plans shall be executed in collaboration with relevant stakeholders.

Annexure I: Student feedback form on Instructor/Courses/Resources

Evaluation of Instructor/Course/Resources

Degree:

Year:

Semester:

Course Code:

Instructor's Name:

This evaluation is intended to obtain the student's feedback on Instructor's teaching and the Course as well as the Resources available at the PGIS. Your feedback will be analyzed centrally and sent to the relevant parties upon the release of grades of this course through the Director, PGIS.

Instructions to students

- Give your honest opinions about the instructor, course, and the availability of resources at the PGIS
- The evaluations will be made available to the instructor only after the final grades are released
- You are advised to give written comments, if any, in the space provided
- Please do not enter your name or registration number on this evaluation form

In the following sections, select your appropriate choice/choices.

* Indicates required question

Instructor Evaluation*

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. The instructor explained the objectives and the contents of the course at the beginning.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The instructor is well prepared, structured and organized.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The instructor communicated clearly and effectively (voice, pace, etc.).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The instructor used effective teaching methods.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The instructor stimulated the interest in the subject/field.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. The instructor demonstrated confidence in the subject.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. How satisfied are you with the library services?

	1	2	3	4	5	
Not at all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Extremely Satisfied

19. How do you find textbooks and other relevant course materials?

<input type="checkbox"/>	Library resources
<input type="checkbox"/>	Internet sources
<input type="checkbox"/>	Instructor recommendations
<input type="checkbox"/>	Peer sharing
<input type="checkbox"/>	Other (specify)

20. Are there enough study spaces on campus to accommodate your study preferences and needs?

	1	2	3	4	5	
Not at all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Adequate space

21. How satisfied are you with the computer and internet facilities at the institute?

	1	2	3	4	5	
Not at all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Extremely Satisfied

22. Are you satisfied with the food options available on campus?

	1	2	3	4	5	
Not at all	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Extremely Satisfied

23. Are the sanitary facilities easily accessible when needed?

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	Never used

24. Provide any additional comments or concerns you may have regarding the sanitary facilities at PGIS.

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25. Any other comments about the resources.

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Annexure II: Student feedback form on Supervisor

Supervisor Evaluation

This evaluation is intended to obtain the student's feedback on their respective research project supervisors.

* Indicates required question

Degree:

Name of the supervisor:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. The supervisor provided clear expectations for your research/ project*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The supervisor scheduled regular meetings to discuss matters related to the research/ project*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The supervisor was responsive to your questions and concerns*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The supervisor provided guidance on the research process and methodologies*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The supervisor gave constructive feedback on your work*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. The supervisor supported your academic and career development*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. The supervisor was approachable and accessible when needed*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. The supervisor encouraged to publish your work or participate in collaborative research*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. The supervisor encouraged your involvement in conferences, workshops, academic activities*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. The supervisor promptly resolved any issues or concerns regarding the project/ research* ☐ ☐ ☐ ☐ ☐

11. Rate the overall experience with your supervisor*

	1	2	3	4	5	
Poor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Excellent

12. What aspects of the supervision process do you believe need improvement?

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13. Any additional comments or feedback regarding the supervisor or your postgraduate experience in general

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Annexure III: Graduate feedback (Masters/M.Sc.)

Evaluation of the Postgraduate Institute of Science (PGIS) by PGIS Graduates (Masters and M.Sc. Programmes)

This form is to evaluate PGIS and its Masters and M.Sc. degree programmes by PGIS graduates.

* Indicates required question

1. Select your degree type *

<input type="checkbox"/>	Masters
<input type="checkbox"/>	M.Sc.

2. Commencement of classes soon after inauguration of programme *

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

3. Conduct of classes according to the semester schedule *

	1	2	3	4	5	
Low	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	High

4. Timely conduct of examinations *

	1	2	3	4	5	
Low	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	High

5. Timely release of Results and GPA *

	1	2	3	4	5	
Low	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	High

6. English proficiency is a decisive factor in pursuing the degree *

	1	2	3	4	5	
Low	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	High

Your level of satisfaction in regards to following aspects of the PGIS administrative staff:

7. Their cooperation *

	1	2	3	4	5	
Low	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	High

8. Take necessary actions on time *

	1	2	3	4	5	
Low	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	High

9. Communicate and update relevant information *

	1	2	3	4	5	
Low	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	High

10. Any more suggestions to improve administrative and financial matters

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Evaluation of Research Components (If Applicable)

11. Assistance received at the start of the Research Project

	1	2	3	4	5	
Low	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	High

12. Availability of research facilities

	1	2	3	4	5	
Low	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	High

13. Supervision received during research study

	1	2	3	4	5	
Low	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	High

14. Timely conduct of the progress evaluations

	1	2	3	4	5	
Low	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	High

15. Quality of laboratory facilities

	1	2	3	4	5	
Low	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	High

16. Timely evaluation of thesis

	1	2	3	4	5	
Low	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	High

17. Any specific comments

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Suggestion of New Programmes

18. Please suggest new short courses and workshops

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19. Please suggest new degree programmes and areas

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20. Any other training recommendations

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Overview about PGIS

21. Overall rating of PGIS *

	1	2	3	4	5	
Low	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	High

22. Any other comments and suggestions

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Annexure IV: Graduate feedback (M.Phil/Ph.D)

**Evaluation of the Postgraduate Institute of Science (PGIS)
by PGIS Graduates
(M.Phil. and Ph.D. Programmes)**

This form is to evaluate PGIS and its M.Phil. and Ph.D. degree programmes by PGIS graduates.

* Indicates required question

1. Select your degree type *

<input type="checkbox"/>	M.Phil.
<input type="checkbox"/>	Ph.D.

2. Select the relevant Board of Study*

<input type="checkbox"/>	Biochemistry and Molecular Biology
<input type="checkbox"/>	Chemical Sciences
<input type="checkbox"/>	Earth Sciences
<input type="checkbox"/>	Environmental Science
<input type="checkbox"/>	Mathematics
<input type="checkbox"/>	Physics
<input type="checkbox"/>	Plant Sciences
<input type="checkbox"/>	Science Education
<input type="checkbox"/>	Statistics and Computer Science
<input type="checkbox"/>	Zoological Sciences

3. Timely conduct of examinations *

	1	2	3	4	5	
Low	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	High

4. English proficiency is a decisive factor in pursuing the degree *

	1	2	3	4	5	
Low	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	High

Your level of satisfaction in regards to following aspects of the PGIS administrative staff:

5. Their cooperation *

	1	2	3	4	5	
Low	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	High

6. Take necessary actions on time *

	1	2	3	4	5	
Low	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	High

7. Communicate and update relevant information *

	1	2	3	4	5	
Low	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	High

8. Any more suggestions to improve administrative and financial matters

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Evaluation of Research Component

9. Assistance received at the start of the M.Phil/Ph.D. Research Project*

	1	2	3	4	5	
Low	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	High

10. Any specific comments:

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11. Availability of research facilities*

	1	2	3	4	5	
Low	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	High

12. Supervision received during research study*

	1	2	3	4	5	
Low	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	High

13. Timely conduct of the progress evaluations*

	1	2	3	4	5	
Low	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	High

14. Quality of laboratory facilities*

	1	2	3	4	5	
Low	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	High

15. Timely evaluation of thesis*

	1	2	3	4	5	
Low	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	High

16. Any specific comments

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Career Guidance (Nature of help you received from the PG institute for career development)

17. Job fairs*

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

18. Workshops*

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

19. Motivational lectures*

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

20. Any other suggestions

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Overview about PGIS

28. Overall rating of PGIS *

	1	2	3	4	5	
Low	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	High

29. Any other comments and suggestions

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Annexure V: Teaching Panel/External Examiner Feedback

Evaluation of the Postgraduate Institute of Science (PGIS) by Teaching Panel/External Examiners

This form is to evaluate the PGIS based on the curricula, assessment criteria, resources and facilities by PGIS teaching panel and the external examiners.

* Indicates required question

1. Select your affiliation with the PGIS*

<input type="checkbox"/>	Member of the teaching panel
<input type="checkbox"/>	External examiner

Your level of satisfaction in regards to following aspects of the PGIS administrative staff:

2. Their cooperation *

	1	2	3	4	5	
Low	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	High

3. Take necessary actions on time *

	1	2	3	4	5	
Low	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	High

4. Communicate and update relevant information *

	1	2	3	4	5	
Low	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	High

5. Do payments on time

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No

6. Any more suggestions to improve administrative and financial matters

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Member of the teaching panel (If applicable)

7. Courses conducted at the PGIS

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8. How aligned the programme curricula with current industry trends and academic advancements?

	1	2	3	4	5	
Not at all	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Highly aligned

9. Any further comments on programme curricula:

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10. Are the teaching methods and approaches conducive to promoting student engagement and learning outcomes?

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	Not sure

11. Teaching materials and resources provided adequate for effective course delivery

	1	2	3	4	5	
Not at all	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Highly adequate

12. Research facilities and resources, including laboratories and libraries, are sufficient for MSc, MPhil, and PhD students?

	1	2	3	4	5	
Not at all	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Highly adequate

13. Any suggestions to improve the quality of education and research in these programs.

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External Examiner (If applicable)

14. How do you assess the overall quality and rigor of the examination and assessment processes in the MSc/MPhil/PhD programs?

1	2	3	4	5
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Low

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 High

15. Is the evaluation of student research work and dissertations conducted fairly and in accordance with established standards?

	Yes
	No
	Other (specify)

16. How would you rate the academic facilities and resources provided for conducting examinations and assessments?

Low

1	2	3	4	5

 High

17. Are the examination schedules and timelines well-organized and adhered to consistently?

	Yes
	No
	Other (specify)

18. Do you have any recommendations for improving the quality and integrity of the examination and assessment procedures?

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Evaluation of the Postgraduate Institute of Science (PGIS) by Industrialists/Employers

This form is to evaluate the Postgraduate Institute of Science, University of Peradeniya by Stakeholders, such as Industrialists and Employers.

*** Indicates required question**

1. Select your affiliation with the PGIS*

<input type="checkbox"/>	Collaborator from Industry or organization
<input type="checkbox"/>	Employer of PGIS student/alumni

2. How familiar are you with our postgraduate institute and its programs?

	1	2	3	4	5	
Low	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	High

3. How would you rate the overall preparedness of our graduates for the demands of the industry?

	1	2	3	4	5	
Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Highly Satisfied

4. Are there any particular areas in which our graduates could improve their skill sets or knowledge?

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5. How would you rate our graduates' communication skills (written and verbal)?

	1	2	3	4	5	
Dissatisfied	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Highly Satisfied

6. How important is an internship or practical experience in your hiring decision process?

	1	2	3	4	5	
Not important	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Very Important

7. What suggestions do you have for the PGIS to better align our programs with industry requirements and trends?

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8. Are there any specific courses or subjects you believe our institute should include or emphasize to better meet industry needs?

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9. How likely are you to recommend our institute to other employers or colleagues in your industry?

	1	2	3	4	5	
Unlikely	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Very Likely

10. Suggestions or Comments to improve the capacities of the PGIS graduates.

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