



SABARAGAMUWA UNIVERSITY OF SRI LANKA

Policy Title –POLICY ON STUDENT FEEDBACK ON TEACHING, SUSL

Policy Number – Policy / SUSL / Teach & Learn / 13

Date of Senate Approval – 11.10.2022

Date of Council Approval – 28.11.2022

Effective Date –28.11.2022

Revised Dates – NA

Approving Authority – The Council, Sabaragamuwa University of Sri Lanka

Administrative Responsibility – The Senate

1. Overview

Student feedback on teaching is an essential and important tool in Quality Assurance of higher education. Student feedback on teaching will provide important information for continuous improvement and it will support as well as it promote the teaching at Sabaragamuwa University of Sri Lanka (SUSL).

2. Purpose

This policy provides a framework for undertaking the evaluation of teaching and monitoring the quality of teaching and learning process based on the views of the students. This will serve as a guideline for making decisions in enhancing the teaching and learning process and also this establishes procedures to be followed in determining the effectiveness of the teaching and learning at SUSL.

3. Scope

This policy applies to all academic programmes conducted by the Sabaragamuwa University of Sri Lanka and to all teaching staff of the University, including tutors, demonstrators, visiting teaching staff.

4. Legislative context

NA

5. Definitions

CQA	Centre for Quality Assurance
QA Cell	Quality Assurance Cells established at each Faculty of SUSL including the library and Centre for Open and Distance Learning.
Student Feedback	Direct feedback obtained from students on individual teaching practices, course organization & content and the general teaching and learning environment
SOP	Standard Operating Procedure (CQA/SOP/Teach & Learn/07/2022)
SUSL	Sabaragamuwa University of Sri Lanka
University	Sabaragamuwa University of Sri Lanka

6. Policy Statement

1. Student review on teaching should be done by getting the feedback on individual teaching practices, course content, course organization and the teaching & learning.
2. Each faculty of the SUSL is responsible for obtaining student feedback.
3. Student feedback should be performed for each semester following the operating procedure as mentioned in - Standard Operating Procedure for the process of student feedback (CQA/SOP/Teach & Learn/07/2022) –**Annexure 1**.
4. The approved format in the **Annexure 2** should be used to collect student feedback.
5. Student should be made aware on the process at the commencement of the semester; this can be done by the Faculty Administration (by the Dean/ Head of the Department) or QA cell Coordinator or a person /s nominated by the Faculty.

6. Faculty should facilitate the feedback collection by allocating faculty members (non-academic / academic supportive staff) to the task. Overall coordination shall be done by the Quality Assurance Cell.
7. Faculty should use some strategies to motivate the student participation in feedback process.
8. Collected feedback should be analyzed and outcome of the feedback analysis should be communicated to the relevant academic member. The Dean and / or Quality Assurance Cell Coordinator are responsible for this.
9. Head of the Department should take necessary measures to promote the Academic members to take actions addressing the concerns raised by the students in their feedback. Each Academic member should response to the responses given in the report and should provide evidences to indicate the adaptations that he / she has done.
10. Records should be maintained properly and it is necessary to generate a final report on the remedial measures taken based on the feedback analysis. Records shall be maintained at the QA Cell of the Faculty.
11. Summary report with action followed should be reported to the Centre for Quality Assurance (CQA) after each semester.
12. All the collected data should be stored properly while maintaining the confidentiality.
13. Confidentiality should be maintained strictly at every level of this feedback process. Feedback process should be done anonymously.

Supporting Documents:

1. Annexes 1 :Standard Operating Procedure for the process of student feedback (CQA/SOP/Teach & Learn/07/2022)
2. Annexes 2 : Lecturer Evaluation form
3. Codes of Practice on Student Feedback (2010), Quality Assurance and Accreditation Council, University Grants Commission, Sri Lanka.

Responsibility:

Deans of the Faculties

Promulgation:

- I. This will be circulated among all academic members of SUSL through Email
- II. This will be available in University Web (On Quality Assurance web page)

Implementation

This policy will be implemented by Quality Assurance Cell of the particular Faculty together with the Faculty Administration.

******This has been approved at the 268th Senate held on 11.10.2022 and at the 290th Council held on 28.11.2022***

**Centre for Quality Assurance,
Sabaragamuwa University of Sri Lanka,
August 2022**