# Standard Operating Procedure (SOP)

## Course Assessment and Feedback Collection Process

This SOP describes the **course assessment and feedback collection process**, detailing the methods for evaluating student performance through various assessment tools, and the systematic approach to gathering, analyzing, and utilizing feedback from learners to improve course content and delivery. The procedure ensures consistent, fair assessment standards and facilitates continuous course enhancement based on participant input.

## 1. Purpose

To establish a standard process for conducting course assessments and systematically collecting and utilizing learner feedback for continuous course improvement.

## 2. Scope

This procedure applies to all courses delivered by the institution and is to be followed by instructors, academic coordinators, and relevant administrative staff.

## 3. Responsibilities

- **Instructors:** Prepare and administer assessments, collect feedback, analyze results, and implement improvements.
- **Academic Coordinators:** Oversee the process, ensure SOP compliance, and facilitate feedback analysis and action planning.
- **Administrative Staff:** Support data management and communication related to assessment and feedback.

## 4. Procedure

1. **Planning Assessments**
   - Define assessment objectives aligned with course outcomes.
   - Select appropriate assessment tools: assignments, quizzes, projects, presentations, exams, etc.
   - Establish clear marking criteria and rubrics for transparency and fairness.
2. **Conducting Assessments**
   - Administer assessments as per course schedule and guidelines.
   - Monitor integrity and provide necessary support during assessments.
   - Grade submissions objectively based on established criteria.
3. **Collecting Feedback**
   - At course midpoint and end, distribute standardized feedback forms (digital or paper-based) to participants.
   - Encourage honest, constructive responses by ensuring anonymity.
   - Include both quantitative (e.g., rating scales) and qualitative (open-ended) questions.
4. **Analyzing Results**
   - Compile and anonymize assessment results and feedback data.
   - Quantitatively analyze scores and feedback ratings; identify patterns and areas of concern.
   - Synthesize qualitative feedback to uncover specific suggestions or issues.
5. **Reporting and Action Planning**
   - Prepare an assessment and feedback summary report for the course.
   - Discuss findings with instructors and relevant staff to devise action plans for course improvement.
   - Document changes made in response to feedback for accountability and future reference.
6. **Continuous Improvement**
   - Share key outcomes and improvement measures with learners to close the feedback loop.
   - Review and refine the assessment and feedback process annually.

## 5. Documentation

- Assessment plans and marking rubrics
- Completed feedback forms/surveys
- Assessment and feedback summary reports
- Improvement action plans and records of changes

## 6. Review & Revision

This SOP will be reviewed annually by the Academic Office to incorporate best practices and stakeholder input.

## 7. Reference

- Institutional Quality Assurance Guidelines
- Course Handbook

## 8. Appendices

| Appendix | Description |
|---|---|
| 1 | Sample Feedback Form |
| 2 | Assessment Rubric Template |