# Standard Operating Procedure (SOP): Post-class Feedback Collection and Session Review Procedure

This SOP details the **post-class feedback collection and session review procedure**, encompassing methods for gathering student feedback, analyzing session effectiveness, identifying areas for improvement, and implementing changes to enhance future classes. The goal is to ensure continuous improvement in teaching quality and learner satisfaction through systematic evaluation and responsive adjustments.

## 1. Purpose

To systematically collect, analyze, and act upon feedback received after each class session, ensuring ongoing enhancement of teaching methods and overall learning experience.

## 2. Scope

This procedure applies to all instructors, facilitators, and related staff engaged in delivering classroom sessions or workshops.

## 3. Responsibilities

| Role | Responsibility |
|---|---|
| Instructor/Facilitator | Distributes and encourages completion of feedback forms, participates in the session review process. |
| Program Coordinator | Oversees feedback collection, compiles analysis, and facilitates action plan development. |
| Quality Assurance Team | Monitors SOP adherence, ensures implementation of improvements, and maintains records. |

## 4. Procedure

1. **Feedback Collection**
   - Distribute post-class feedback forms (online or paper) to students immediately after session.
   - Ensure anonymity and confidentiality of responses to promote honest feedback.
   - Set a clear deadline for submission (e.g., within 48 hours of the session).

2. **Feedback Compilation**
   - Collect all completed forms and enter data into a central repository (e.g., online survey platform or spreadsheet).
   - Summarize quantitative data (e.g., ratings) and collate qualitative comments.

3. **Session Review Meeting**
   - Instructor and relevant staff review the compiled feedback within 3-5 days of class completion.
   - Identify strengths and areas for improvement based on feedback themes.

4. **Action Planning and Follow-up**
   - Develop specific, actionable steps to address identified issues or areas for enhancement.
   - Assign responsibility and set timelines for implementing changes.
   - Document action plans and monitor progress in follow-up meetings.

5. **Reporting and Documentation**
   - Maintain records of feedback summaries, session reviews, and action plans.
   - Share key outcomes with stakeholders (faculty, administration, etc.) if appropriate.

## 5. Supporting Documents & Tools

- Post-class feedback form (template provided separately)
- Feedback submission platform (Google Forms, MS Forms, etc.)
- Session review meeting agenda template

- Action plan template

## 6. Continuous Improvement

- Regularly review and update this SOP based on user feedback and observed effectiveness.
- Track implementation and impact of action items in subsequent sessions.

## 7. Revision History

| Version | Date | Author | Revision Summary |
|---------|------|--------|------------------|
| 1.0 | 2024-06-29 | Admin | Initial SOP release. |