



## Standard Operating Procedure (SOP)

for

### SCALE–LSR Interaction Mechanism

#### **1. Purpose**

The purpose of this SOP is to define a **structured, transparent, and consistent mechanism** for interaction between the **Student Council for Academic Learning Enhancement (SCALE)** and **Lead Student Representatives (LSRs)** to ensure effective student engagement in quality assurance (QA), feedback collection, and Continuous Quality Improvement (CQI) processes at Sohail University.

#### **2. Scope**

This SOP applies to:

- SCALE at the University level
- All departmental Lead Student Representatives (LSRs)
- Academic and administrative units involved in quality assurance and student support services

It covers student engagement related to academic delivery, student support services, learning environments, and institutional quality processes.

#### **3. Definitions**

- **SCALE:** Student Council for Academic Learning Enhancement, the centralized student body for QA engagement
- **LSR:** Lead Student Representative nominated at the departmental level
- **QEC:** Quality Enhancement Cell
- **IQC:** Institutional Quality Circle
- **CQI:** Continuous Quality Improvement

#### **4. Roles and Responsibilities**

##### **4.1 SCALE**

SCALE shall:

- Coordinate and guide LSRs on student engagement activities

- Consolidate departmental feedback received through LSRs
- Ensure structured submission of student feedback to QEC/IQC
- Facilitate student participation in quality-related initiatives
- Maintain neutrality, confidentiality, and non-partisan conduct

#### **4.2 Lead Student Representatives (LSRs)**

LSRs shall:

- Act as the **primary liaison** between students and SCALE at the departmental level
- Collect student feedback related to:
  - Teaching and learning effectiveness
  - Academic tutorials and advising
  - Counseling and career guidance
  - Learning resources and accessibility
  - Physical, virtual, and social learning environments
- Submit feedback to SCALE in the prescribed format and timelines
- Maintain confidentiality and accuracy in all submissions

#### **4.3 Quality Enhancement Cell (QEC)**

QEC shall:

- Provide formats, tools, and timelines for feedback collection
- Receive consolidated feedback from SCALE
- Integrate student input into IQA, RIPE, PREE, and CQI processes
- Ensure documentation and traceability of student submissions

### **5. Interaction and Communication Mechanism**

#### **5.1 Frequency of Interaction**

- SCALE–LSR coordination shall take place **at least once per semester**
- Additional meetings may be convened as required for surveys, evaluations, or reviews

#### **5.2 Modes of Interaction**

Interaction may occur through:

- Scheduled meetings (physical or virtual)
- Written submissions using prescribed templates

- Online surveys or digital platforms approved by QEC

## **6. Feedback Collection and Flow**

1. LSRs collect feedback from students using approved tools
2. Feedback is documented objectively and without bias
3. LSRs submit departmental feedback to SCALE
4. SCALE reviews and consolidates feedback
5. Consolidated feedback is submitted to QEC
6. QEC shares relevant inputs with IQC, Deans, Chairpersons, or concerned units
7. Actions taken are tracked under CQI mechanisms

## **7. Participation in Quality Forums**

- SCALE and LSRs may be invited to attend quality-related meetings **in a non-voting capacity**
- Participation is limited to:
  - Presenting student perspectives
  - Clarifying feedback
  - Supporting quality discussions

## **8. Confidentiality and Ethical Conduct**

- All SCALE–LSR interactions shall be conducted with **strict confidentiality**
- Personal identifiers shall not be disclosed unless required and approved
- Feedback shall remain constructive, factual, and free from personal bias

## **9. Documentation and Record Keeping**

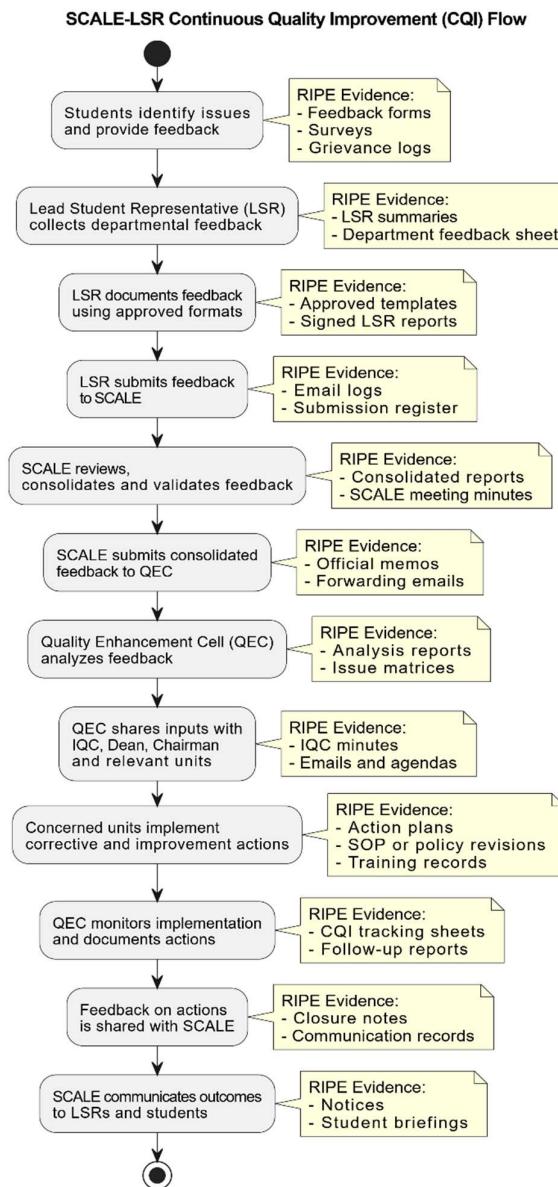
- All feedback submissions, meeting minutes, and reports shall be:
  - Properly documented
  - Dated and traceable
  - Maintained by QEC as QA evidence

## **10. Continuous Quality Improvement (CQI) Linkage**

- SCALE–LSR feedback shall directly contribute to:
  - Academic and service improvement actions
  - RIPE and PREE evidence

- Institutional self-assessment and review

Closure of feedback loops shall be ensured through documented responses and follow-up.



## 11. Review and Amendment

This SOP shall be reviewed periodically by QEC to ensure relevance and effectiveness. Amendments may be made with the approval of the competent academic authority.

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