SOHAIL UNIVERSITY

# Policies & Procedures

## SOHAIL UNIVERSITY

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| **SOP Title: Response Time and Continuous Quality Improvement (CQI) for Institutional Surveys** | |
| **Revision Date (if any):** | |
| **SOP No.:** SU-SOP-QEC-2026-006-R0 | |
| **Version: 01** | |
| **Approved by:** | **24th Academic Council - June 3rd,2026** |
| **Effective Date: June 3rd, 2026** | |
| **To be implemented by:** **Quality Enhancement Cell and other departments of Sohail University** | |
| **Total pages: 06** | |

| | **Designation** | **Date** |
|---|---|---|
| **Prepared by:** Muhammad Raza | Data Analyst, QEC | 11/6/26 |
| **Reviewed by:** Syed Najeeb Haider Jafri **Sign:** | Director QEC | 11/6/26 |
| **Approved by:** Prof. Dr. Saeed Quraishy **Sign:** | Vice Chancellor | 11/6/2026 |

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## 1. Purpose

To establish a standardized response time, review mechanism, and corrective action framework for institutional surveys to ensure timely analysis, reporting, action planning, and closure of the Continuous Quality Improvement (CQI) loop.

## 2. Scope

This SOP applies to:

- Course Evaluation by Students
- Teacher Evaluation by Students
- Course Evaluation by Teachers
- Graduating Student Survey
- Alumni Survey
- Employer Survey

## 3. Responsible Offices

- Quality Enhancement Cell (QEC)
- Program Team (PT)
- Academic Departments
- Alumni Office
- Career Services / Placement Office
- Institutional Quality Circle (IQC)

## 4. Survey Timelines and Response Framework

### 4.1 Course Evaluation by Students

**Timeline:** End of each semester (last 2 weeks of classes)

| Activity | Response Time |
|---|---|
| Survey Administration | Within last 2 weeks of semester |
| Data Compilation | Within 7 working days after semester end |
| Analysis & Report Generation | Within 14 working days |
| Department Review Meeting | Within 21 working days |

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| Activity | Response Time |
|---|---|
| Action Plan Submission | Within 30 working days |

**CQI Closure:**

Improvement actions implemented in the following semester and reviewed in next evaluation cycle.

**4.2 Teacher Evaluation by Students**

**Timeline:** End of each semester

| Activity | Response Time |
|---|---|
| Survey Administration | Last 2 weeks of semester |
| Data Processing | Within 7 working days |
| Faculty Feedback Sharing | Within 14 working days |
| Performance Discussion (HoD + Faculty) | Within 21 working days |
| Development Plan Finalization | Within 30 working days |

**CQI Closure:**

Training, mentoring, or corrective measures documented and reviewed in next semester evaluation.

**4.3 Course Evaluation by Teachers**

**Timeline:** End of each semester

| Activity | Response Time |
|---|---|
| Survey Administration | Within 1 week after final exams |
| Data Analysis | Within 10 working days |
| Curriculum Review Meeting | Within 21 working days |
| Revision Recommendations | Within 30 working days |

**CQI Closure:**

Curriculum adjustments reflected in next course offering and reviewed in Board of Studies.

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### 4.4 Graduating Student Survey

**Timeline:** After final exams of final semester (before degree issuance)

| Activity | Response Time |
|---|---|
| Survey Administration | Within 2 weeks after final exams |
| Data Compilation | Within 14 working days |
| Program Review Meeting | Within 30 working days |
| Improvement Plan | Within 45 working days |

**CQI Closure:**

Recommendations incorporated into program revision and monitored in next academic year.

### 4.5 Alumni Survey

**Timeline:** Annually (every year after graduation)

| Activity | Response Time |
|---|---|
| Survey Administration | Once per academic year |
| Data Analysis | Within 30 working days |
| Stakeholder Review | Within 45 working days |
| Action Plan | Within 60 working days |

**CQI Closure:**

Changes in curriculum, industry linkage, or skill development reflected in next academic cycle.

### 4.6 Employer Survey

**Timeline:** Annually (graduates employed within past 1–3 years)

| Activity | Response Time |
|---|---|
| Survey Distribution | Once per academic year |

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| Activity | Response Time |
|---|---|
| Data Compilation | Within 30 working days |
| Review by Program Team | Within 45 working days |
| Action Plan Development | Within 60 working days |

**CQI Closure:**

Industry feedback incorporated into curriculum revision, skill workshops, and internship improvements.

## 5. CQI Loop Closure Mechanism

To ensure the CQI loop is formally closed:

1. **Data Collection**
2. **Data Analysis & Reporting**
3. **Departmental Review Meeting**
4. **Action Plan Development (with timelines & responsibility)**
5. **Implementation**
6. **Monitoring & Documentation**
7. **Impact Evaluation in Next Survey Cycle**

No survey cycle shall be considered complete until documented evidence of corrective action and impact review is recorded.

## 6. Documentation & Record Keeping

All reports, meeting minutes, action plans, and implementation evidence shall be:

- Stored in centralized QEC repository
- Version controlled
- Presented annually to IQC / Academic Council
- Available for accreditation review

## 7. Compliance

Failure to adhere to this SOP shall be reported to IQC for corrective administrative action.

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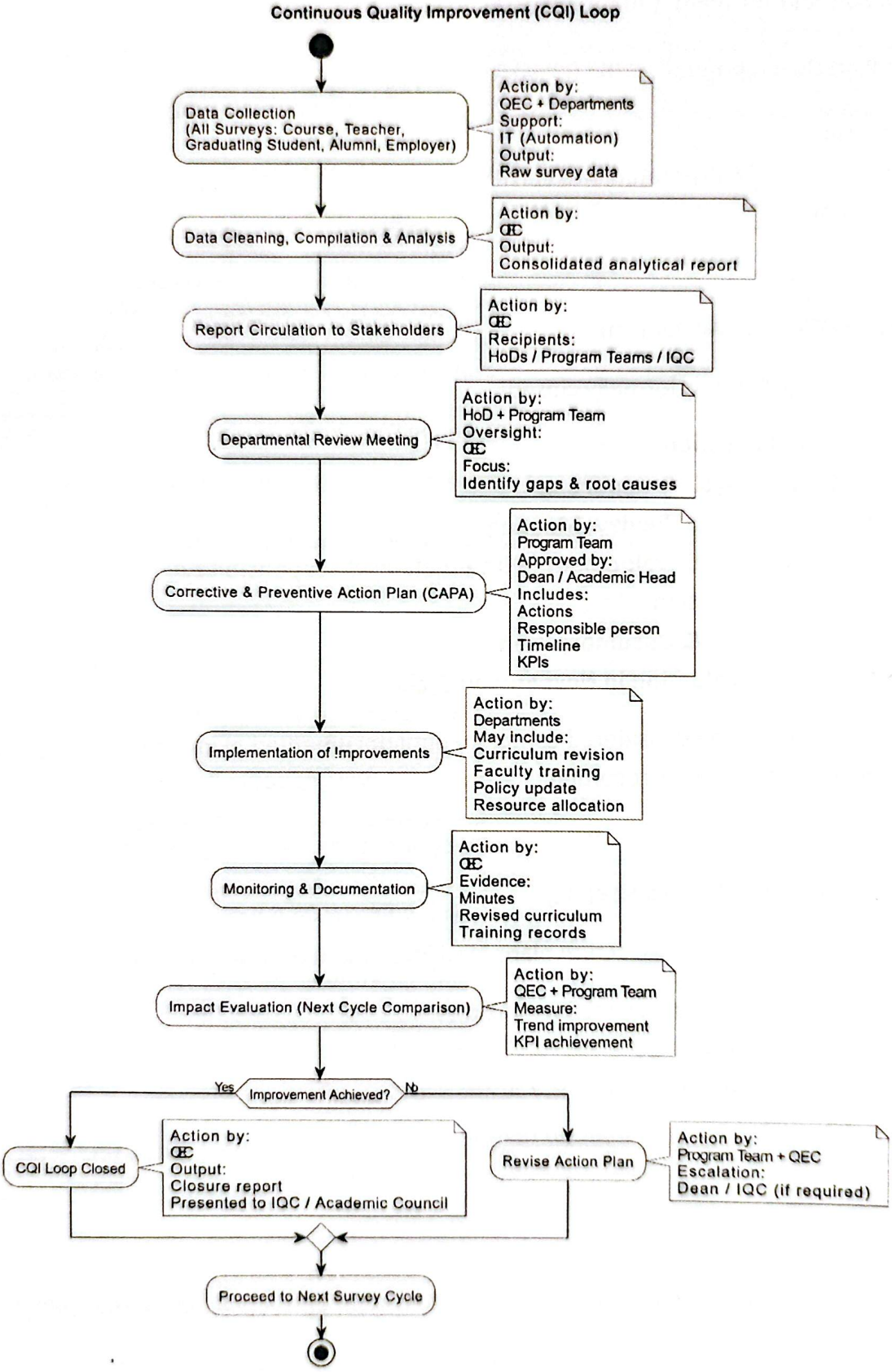
Continuous Quality Improvement (CQI) Loop
Data Collection
(All Surveys: Course, Teacher, Graduating Student, Alumni, Employer)
Action by:
QEC + Departments
Support:
IT (Automation)
Output:
Raw survey data
Data Cleaning, Compilation & Analysis
Action by:
QEC
Output:
Consolidated analytical report
Report Circulation to Stakeholders
Action by:
QEC
Recipients:
HoDs / Program Teams / IQC
Departmental Review Meeting
Action by:
HoD + Program Team
Oversight:
QEC
Focus:
Identify gaps & root causes
Corrective & Preventive Action Plan (CAPA)
Action by:
Program Team
Approved by:
Dean / Academic Head
Includes:
Actions
Responsible person
Timeline
KPIs
Implementation of !mprovements
Action by:
Departments
May include:
Curriculum revision
Faculty training
Policy update
Resource allocation
Monitoring & Documentation
Action by:
QEC
Evidence:
Minutes
Revised curriculum
Training records
Impact Evaluation (Next Cycle Comparison)
Action by:
QEC + Program Team
Measure:
Trend improvement
KPI achievement
Improvement Achieved?
Yes
No
CQI Loop Closed
Action by:
QEC
Output:
Closure report
Presented to IQC / Academic Council
Revise Action Plan
Action by:
Program Team + QEC
Escalation:
Dean / IQC (if required)
Proceed to Next Survey Cycle

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