Prepared by:	Approved by:
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Position: Executive, Centre for Quality Assurance	Position: Director, Centre for Quality Assurance

AMENDMENT RECORDS

No.	Date	Remarks	Revision No.	Approved by
1	18/09/18	Establishment	00	Director, CQA
2	01/01/22	Review	01	Director, CQA
3	01/09/22	Review format date of SOP; 3.0 References	02	Director, CQA
4	19/07/24	Review on objective, references, abbreviations, flow chart, description of procedure and records.	03	Director, CQA

1.0 OBJECTIVE

The objective of this SOP is to ensure that the Student Exit Survey is conducted smoothly and in a systematic manner one (1) time a year.

2.0 SCOPE

This scope of this SOP applies to students who are graduating from UTS.

3.0 REFERENCES

3.1   ISO 9001:2015 Quality Management System

3.2   Code of Practice for Programme Accreditation (COPPA) 2nd Edition

3.3   UTS SOP of Curriculum Review (UTS/CQA/P03)

4.0 DEFINITIONS / ABBREVIATIONS

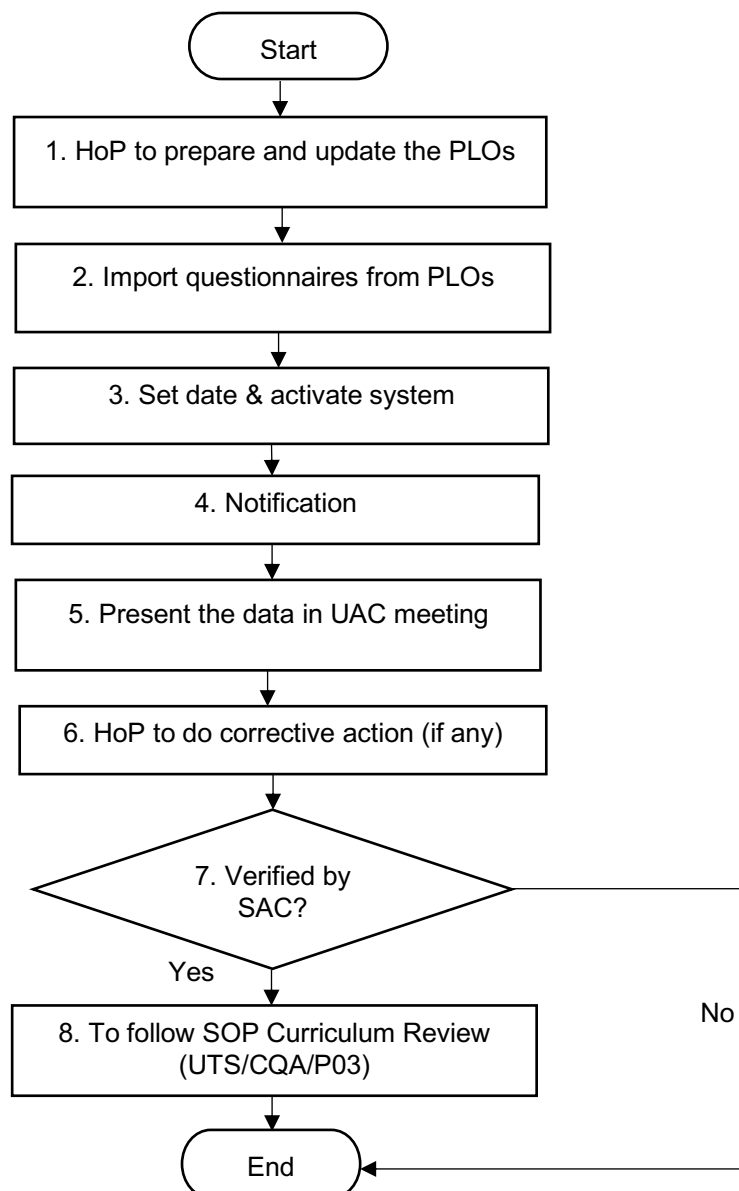|		
UTS	:	University of Technology Sarawak
CQA	:	Centre for Quality Assurance
SOP	:	Standard Operating Procedure
PLO	:	Programme Learning Outcome
MQA	:	Malaysian Qualifications Agency
UAC	:	University Academic Committee
HoP	:	Head of Programme
SDSC	:	Student Development and Services Centre
AARD	:	Academic Affairs and Registry Department
SA	:	School Administrator

5.0 RESPONSIBILITY

5.1   The Director of CQA is responsible to ensure that this SOP is adhered to.

5.2   Dean of School is responsible to follow and adhere to this SOP.

5.3   Head of Programme is responsible to follow and adhere to this SOP.

6.0 PROCEDURE

6.1   Refer to the process flow chart.

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                    ┌─────────────┐
                    │    Start    │
                    └──────┬──────┘
                           │
        ┌──────────────────▼──────────────────┐
        │  1. HoP to prepare and update the PLOs │
        └──────────────────┬──────────────────┘
                           │
        ┌──────────────────▼──────────────────┐
        │  2. Import questionnaires from PLOs  │
        └──────────────────┬──────────────────┘
                           │
        ┌──────────────────▼──────────────────┐
        │  3. Set date & activate system       │
        └──────────────────┬──────────────────┘
                           │
        ┌──────────────────▼──────────────────┐
        │  4. Notification                     │
        └──────────────────┬──────────────────┘
                           │
        ┌──────────────────▼──────────────────┐
        │  5. Present the data in UAC meeting  │
        └──────────────────┬──────────────────┘
                           │
        ┌──────────────────▼──────────────────┐
        │  6. HoP to do corrective action (if any) │
        └──────────────────┬──────────────────┘
                           │
                   ◇ 7. Verified by SAC? ◇ ──── No ────┐
                           │                            │
                          Yes                           │
        ┌──────────────────▼──────────────────┐         │
        │  8. To follow SOP Curriculum Review  │         │
        │     (UTS/CQA/P03)                    │         │
        └──────────────────┬──────────────────┘         │
                           │                            │
                    ┌──────▼──────┐                     │
                    │     End     │◄────────────────────┘
                    └─────────────┘
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7.0   DESCRIPTION

No	Description	Person in Charge	Document
1	HoP to prepare and update the PLOs. 1.1 HoP to update the PLOs in OCULUS system.	Dean HoP SA	OCULUS system (https://oculus.uts.edu.my/main.php) Sets of PLOs
2	Import questionnaires from PLOs in OCULUS system. 2.1 SDSC to Import questionnaires Undergraduate and Postgraduate programmes from PLOs. 2.2 CQA to Import questionnaires for Foundation programmes from PLOs.	SDSC CQA Dean HoP SA	OCULUS system (https://oculus.uts.edu.my/main.php) Sets of PLOs
3.	Set the date and activate system. 3.1 SDSC to set the date and activate the system for Undergraduate and Postgraduate programmes. 3.2 CQA to set the date and activate the system for Foundation programmes.	SDSC CQA	OCULUS system (https://oculus.uts.edu.my/assessment/)
4	Notification. 4.1 SDSC to inform Undergraduate and Postgraduate students to fill-in the exit survey form via OCULUS system. 4.2 CQA to inform SA of Foundation programmes on the start-and-end date of exit survey via OCULUS system.	CQA SDSC SA	OCULUS system (https://oculus.uts.edu.my/assessment/)

5	Present the data in UAC meeting. 5.1 Director of CQA to present the data in UAC meeting. 5.2 CQA to share the data to Deans and HoPs for reporting.	CQA Deans HoPs	Survey result
6	HoP to do the corrective action (if any). 6.1 HoP to monitor the analysis based on each PLO attainment.	HoPs Deans	Survey Result
7	Verify by SAC? 6.1 If yes, proceed to No. 8. 6.2 If no, proceed to End. 6.3 HoP to table the corrective action at SAC.	HoPs Deans SAC members	Survey Result Feedback Report Exit Survey
8	To follow SOP Curriculum Review (UTS/CQA/P03)	CQA HoP SA	Feedback Report Exit Survey SOP Curriculum Review (UTS/CQA/P03) Curriculum Change (*UTS-CQA-P03-CC*)

8.0 RECORDS

No	Title / Records	Location / Responsibility	Retention Period
1	Questionnaire/ survey form	OCULUS system (https://oculus.uts.edu.my)	5 years

2	Survey Result	OCULUS system (https://oculus.uts.edu.my) SDSC CQA	5 years
3	Curriculum Change Form (UTS-CQA-P03-CC)	HoP Dean SA	5 years
4	Feedback Report Exit Survey	HoP Dean SA	5 years