

MATHRUSRI RAMABAI AMBEDKAR DENTAL COLLEGE & HOSPITAL

(Founded by : Ananda Social & Educational Trust)
ISO 9001:2015 CERTIFIED

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Recognised by Dental Council of India

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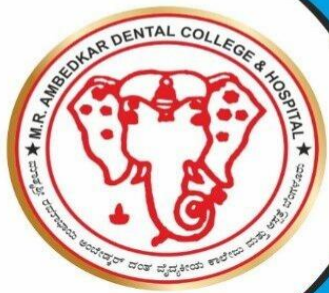
Standard Operating Procedure (SOP)

Rules Governing Feedback Analysis

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I. Preamble

Feedback plays an important role in quality assurance. Educational institutions must follow SOP to obtain feedback from various stakeholders such as students, alumni, teachers, employers and professionals. The feedback inputs will contribute to improving implementation of curriculum in an effective manner.

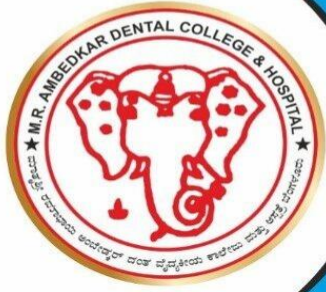
II. Overview of Feedback Process

- As a means of quality assurance, feedback forms have been designed to address different stakeholders.
- The Head of Institute/ Centre shall be responsible for the implementation of this SOP
- The institute/ college shall ensure annual distribution of these forms to stakeholders and its analysis



SI No.	Stakeholder	Frequency	Sample	Form Format
1.	UG Student	Annually	Interns, Final year and 3 rd year students.	Digital
2.	PG Student	Annually	MDS students from all years	Digital
3.	Alumni	Annually	Random Sample	Digital
4.	Faculty	Annually	All faculty	Digital
5.	Employers	Annually	Random Sample	Digital
6.	Professionals (from other institute/ university)	Annually	Random Sample	Digital/ Visitor's Log Book
7.	Parents	Annually	Random Sample	Oral/ Manual

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For obtaining feedback either through manual or digital process, there is need for having data templates comprising of questions to elicit feedback in specific and unambiguous manner from all stakeholders.

III. College Level Committee for Feedback Analysis and its Function.

There is a need to have a committee at college level. The committee consists of the Principal as Chairperson and Vice – Principal as member secretary. The principal will nominate required members of the Committee from various departments.

It will be the responsibility of the Feedback Committee to ensure the following:

1. To obtain feedback from all students at the end of each term. Yearly feedback is taken after declaration of university results in July.
2. For Faculty, yearly feedback is obtained before the announcement of University Examination results.
3. For the other stakeholders, samples are randomly chosen. More responses are welcome.

IV. Role of Head of Institute & Co-ordinators of Feedback Committee



Principal – shall announce the Academic schedule for obtaining feedback from students and teachers.

The Proforma of feedback forms are given in the Annexure.

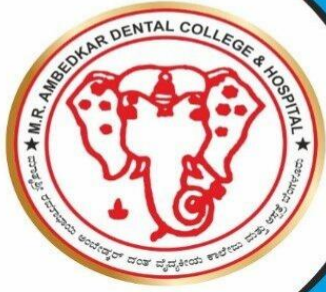
The online submitted forms are analysed using software's with help of IT department. The responses are then analysed and tabulated. The graphs interpreted and a report is prepared.

The online responses are submitted to an email ID specifically created for feedback.

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The report is presented at the college council meetings and the **Action Taken Report (ATR)** is prepared.

Suggestion/ remarks are they sent to the university.

V. Role of IQAC:

IQAC will submit consolidated reports with remarks/remedial actions to the university.

They will publish relevant parts of the report in the University Annual Report.

They will also be responsible to upload the feedback form and consolidated report onto the college website.

Level 1

- **Feedback Committee**
- Formulation and collection of feedback form
- Analysis of results and presentation at the council meeting

Level 2

- **Head of Institute**
- To take appropriate action




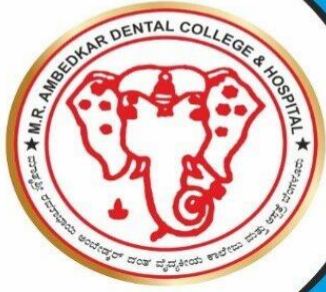
Level 3

- **IQAC & IT cell**
- Publishing ATR and uploading relevant documents onto the college website

Level 4

- **University**
- A report will be sent to the university with suggestion


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VI. Methodology


A google form specifically designed for the curriculum is framed. The link for these forms is circulate by the feedback committee to the various stakeholders. The forms will also be made available on the college website.

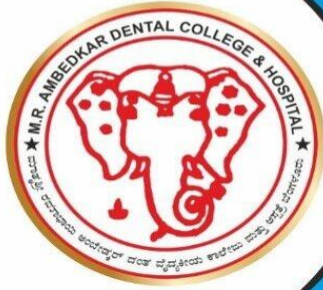
The forms will remain active for a short time, after which the stakeholders will be unable to submit their responses. Therefore, responses have to be submitted before expiry of specified period.



VII. Approved Feedback forms are enclosed as Annexures

Annexure I	Student Feedback Form A. Feedback From Undergraduates on curriculum B. Feedback from postgraduates on curriculum
Annexure II	Feedback from Alumni on Curriculum
Annexure III	Feedback from Faculty on Curriculum
Annexure IV	Feedback from Employers
Annexure V	Feedback from Professionals


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Annexure I – Feedback Format from Students

Note:

1. Each question will have four responses. Marks from 1 to 4 will be given according to the response. 1 being the lowest and 4 the highest.
2. An additional open box for suggestion will be placed at the end of the form.
3. Overall feedback given by students will be assessed by taking averages

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Feedback on	UG Curriculum
Name of Student	
Year	

Students,

Your feedback will help us improve the syllabus. It will also help us understand the changes that maybe required to implement the curriculum in an effective manner. Please take the time to fill out this from. Your responses will be kept confidential.

Thank you



1. The syllabus as a whole was?

Excellent Good Satisfactory Unsatisfactory

2. Was the course well designed?

Excellent Good Satisfactory Unsatisfactory

3. How much of the syllabus was covered in class?

Less than 70% 70 to 80% 80 to 90% 90 to 100%

4. The course, as designed, helped me think independently about the subject matter in a _____ manner.

Excellent Good Satisfactory Unsatisfactory

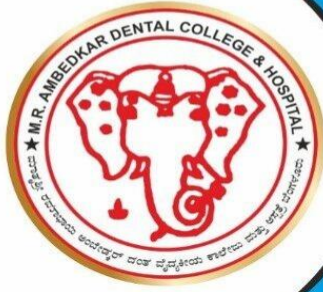
5. Did the course provide sufficient practical / clinical exposure?

Excellent Good Satisfactory Unsatisfactory

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6. Were the number of clinical hours balanced with didactic lectures?

Excellent Good Satisfactory Unsatisfactory

7. Were the program outcomes specific in terms of knowledge, attitude and skill?

Excellent Good Satisfactory Unsatisfactory

8. Did the curriculum use Information & Communication tools (ICT) to facilitate learning?

Excellent Good Satisfactory Unsatisfactory

9. Were adequate armamentarium /materials provided during the course?

Excellent Good Satisfactory Unsatisfactory

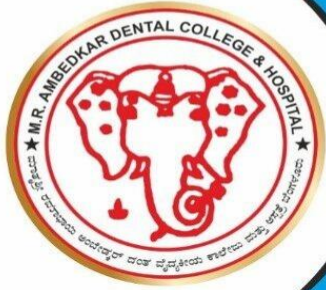


10. How effective was the internal evaluation system?

Excellent Good Satisfactory Unsatisfactory

Any suggestions?

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Postgraduate Students

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Feedback on	PG Curriculum
Name of Student Department	
Year	

Students,

Your feedback on the curriculum and its implementation will help us improve. Please take the time out to will this form and pen down your remarks/suggestions on the curriculum. Your responses will be kept confidential.

Thank you.



1. Content of the curriculum is _____

Excellent Good Satisfactory Unsatisfactory

2. How much of the syllabus was covered through seminars and journal clubs?

Less than 70% 70 to 80% 80 to 90% 90 to 100%

3. Was the curriculum designed for systematic exposure of cases?

Excellent Good Satisfactory Unsatisfactory

4. Did you receive enough clinical exposure and were you exposed to a variety of cases?

Excellent Good Satisfactory Unsatisfactory

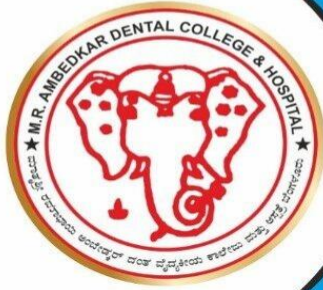
5. How well did your program educate you to handle complex cases (Derive at a diagnosis, formulate a treatment plan and execute the treatment planned)?

Excellent Good Satisfactory Unsatisfactory

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6. How would you grade your exposure to research?

Excellent Good Satisfactory Unsatisfactory

7. Did the library, college, or university database provide access to recent and reputed journals and articles?

Excellent Good Satisfactory Unsatisfactory

8. Were adequate armamentarium /materials provided during the course?

Excellent Good Satisfactory Unsatisfactory

9. Did it help you recognise the health needs of the community?

Excellent Good Satisfactory Unsatisfactory



10. Did the PG program train you to be competent specialists?

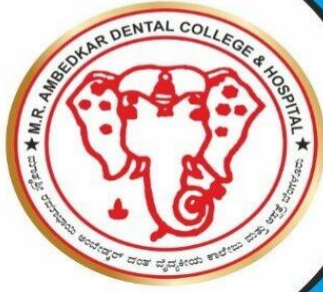
Strongly Agree Agree Neutral Disagree

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Any suggestions?.....



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Annexure II - Feedback from Alumni on Curriculum

Note:

1. Each question will have four responses. Marks from 1 to 4 will be given according to the response. 1 being the lowest and 4 the highest.
2. An additional open box for suggestion will be placed at the end of the form.
3. Overall feedback given by students will be assessed by taking averages

Feedback From	Alumni
Name of Student	
Year	

We would like to assure you that your responses will be kept confidential. Additionally, your responses will be combined with those of many others and summarized in a report to further protect your anonymity. All question in this form is intended to address the curriculum and your remarks will be appreciated.

Thank you.

1. The syllabus/curriculum helped develop or improve your clinical and cognitive knowledge.

Strongly Agree Agree Neutral Disagree

2. The curriculum ensured adequate clinical exposure.

Strongly Agree Agree Neutral Disagree

3. Did the course help you think independently about the subject matter?

Strongly Agree Agree Neutral Disagree

4. How effective was the syllabus/curriculum in development of entrepreneurship?

Excellent Good Satisfactory Unsatisfactory

5. Was the syllabus relevant for employment?

Strongly Agree Agree Neutral Disagree

6. Did the faculty/ administration of your institute help you seek employment?

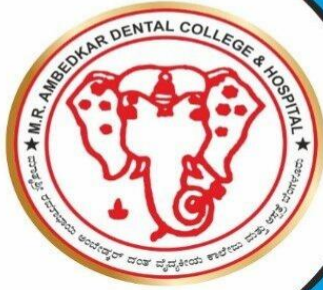
Strongly Agree Agree Neutral Disagree



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7. Do you feel that adequate knowledge was gained during the course of your study?

Strongly Agree Agree Neutral Disagree

8. The armamentarium /materials provided during the course were _____

Excellent Good Satisfactory Unsatisfactory

9. The internal evaluation/grading system was _____

Excellent Good Satisfactory Unsatisfactory

10. How effective was the grievance cell in your institute?

Excellent Good Satisfactory Unsatisfactory

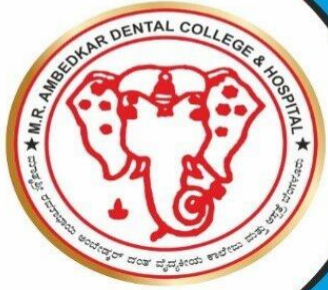


Remarks

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Annexure III - Feedback from Faculty on Curriculum

Note:

1. Each question will have four responses. Marks from 1 to 4 will be given according to the response. 1 being the lowest and 4 the highest.
2. An additional open box for suggestion will be placed at the end of the form.
3. Overall feedback given by student will be assessed by taking averages

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Feedback From	Faculty
Name	
Institute	

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Thank you.

SL No.	Question	Strongly Agree	Agree	Disagree	Strongly disagree
1.	Aims, objectives, and outcomes of the course and syllabus were well defined and clear to students and faculty members?				
2.	How would you grade the student-centred learning resources available at the college?				
3.	Were the library resources and reading room accessible and available to students?				
4.	Was the curriculum designed in a complete and comprehensive way?				
5.	Do you think the syllabus taught is relevant for employment?				
6.	Was the time adequately distributed for clinical and theoretical exposure?				
7.	Is the curriculum relevant with current clinical practices?				
8.	Were dental law and ethics taught to the students?				
9.	Did the internal evaluation/grading system adequately evaluate the students' knowledge?				
10.	If the students came forward with any grievances, were they adequately addressed?				

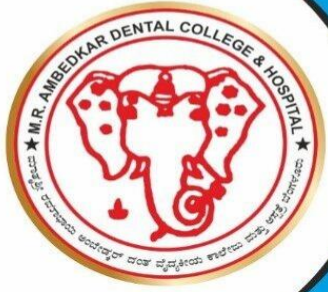
Comments?



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Annexure IV - Feedback from Employers

Note:

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2. An additional open box for suggestion will be placed at the end of the form.
3. Overall feedback given by students will be assessed by taking average

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Feedback From	Employer
Name of Practitioner	
Institute/Clinic	

We would like to assure you that your responses will be kept confidential. Additionally, your responses will be combined with those of many others and summarized in a report to further protect your anonymity. All question in this form are intended to address the curriculum and your remarks will be appreciated.

Thank you.

1. Did the candidate have adequate skills for employment?

Strongly Agree Agree Neutral Disagree



2. Did the candidate have good communication and interpersonal skills?

Strongly Agree Agree Neutral Disagree

3. Was the candidate punctual to work?

Strongly Agree Agree Neutral Disagree

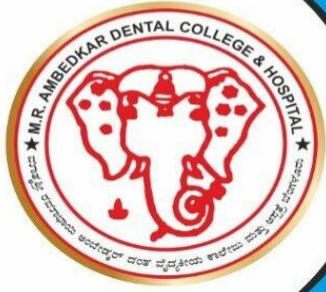
4. Did their clinical skills match the job requirement?

Strongly Agree Agree Neutral Disagree

5. How did the patient grade the attitude of the candidate?

Excellent Good Satisfactory Unsatisfactory

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6. Did the candidate appear empathetic towards the patient?

Strongly Agree Agree Neutral Disagree

7. How was the candidate's behaviour with seniors/peers/subordinates?

Excellent Good Satisfactory Unsatisfactory

8. How would you grade the candidate's ability to develop practical solutions to work place problems?

Excellent Good Satisfactory Unsatisfactory

9. How did the candidate adapt to new technology/equipment at the work place?

Excellent Good Satisfactory Unsatisfactory



10. How would you grade the candidate's sterilization and disinfection procedure before and after treating the patients?

Excellent Good Satisfactory Unsatisfactory

Any suggestions?

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Annexure V - Feedback from Professionals

Note:

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3. Overall feedback given by students will be assessed by taking averages

1. Did the candidate have adequate skills for employment?

Strongly Agree Agree Neutral Disagree

2. Did the candidate have good communication and interpersonal skills?

Strongly Agree Agree Neutral Disagree



3. Was the candidate punctual to work?

Strongly Agree Agree Neutral Disagree

4. Did their clinical skills match the job requirement?

Strongly Agree Agree Neutral Disagree

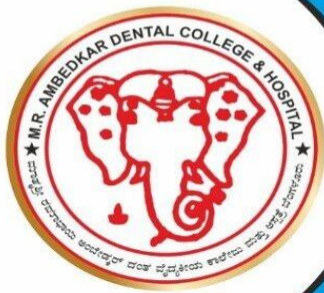
5. How did the patient grade the attitude of the candidate?

Excellent Good Satisfactory Unsatisfactory

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6. Did the candidate appear empathetic towards the patient?

Strongly Agree Agree Neutral Disagree

7. How was the candidate's behaviour with seniors/peers/subordinates?

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