

FEEDBACK SOP

1. INTRODUCTION

Self-assessment provides feedback regarding the strengths, weaknesses, opportunities and threats relevant to quality assurance within the institute. Quality assurance framework within Sri Manakula Vinayagar Medical College and Hospital (SMVMCH) involves all the administrative and teaching staffs of institution. It covers from governance to implementation of policies and procedures. In this regard, IQAC provides the necessary arrangements for feedback responses from students, parents and other stakeholders on quality related institutional processes. The ultimate goal of stakeholder's feedback is to get useful insights for the purpose of improvement in all aspects of teaching, learning, assessment and capacity.



Fig-1:Feedback Mechanism

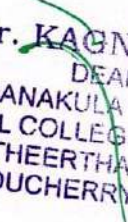
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2. STAKEHOLDERS

1. Students
2. Parents
3. Alumni
4. Employers
5. Teachers
6. Peers

3. TYPES OF FEEDBACK

- 1) **Student feedback**
 - a. Feedback on Teacher
 - b. Graduating student feedback
- 2) **Alumni feedback**
- 3) **Employer feedback**
- 4) **Parent feedback**
- 5) **Teacher Feedback**


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Student's Feedback:

a. Feedback on Teacher

It involves feedback on subject teacher related to professional competencies and learning environment during class room teaching. This is collected as per the format under the supervision of the head of the department with minimum of once every year.

b. Graduating student feedback (Exit Feedback)

Student's evaluation of their learning experience is an integral and necessary component of any quality assurance system as adopted by universities as it allows the institution to evaluate how its service provision is viewed by its most important group of stakeholders, namely its students. Besides providing them with an opportunity to comment on the quality of courses, feedback ensures that lectures are made aware of problems perceived or encountered by students and affords an opportunity for tutors to conduct self-evaluation and introspection for improvement. This collects students input on design of curriculum, services extended, incorporation of novel teaching technologies and their overall experience related to facilities and educational resources will be collected at the end of every year. Graduating student will be submitting their overall impression related to institute during final year of their course and this feedback is to be collected.

Alumni's Feedback:

The purpose of this feedback is to obtain the inputs from the alumni on the quality of the graduates at SMVMCH. This helps us to assess the extent of attainment of the programme outcomes. Alumni feedback is available in the official website of SMVMCH and it will be collected from all participating alumnus of SMVMCH by the alumni association. The Secretary of alumni association will be collecting the feedback manually or electronically and submitting the same to the head of the institution.

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Employer's Feedback:

The purpose of the feedback is to obtain the employers input on the quality of the graduates at SMVMCH and to assess whether the expectations of recruiters were fulfilled. The student's ability to handle the professional situations and knowledge acquired during their learning can also be assessed. It will be collected once in a year and the records are reviewed by the feedback committee.

Parent's Feedback:

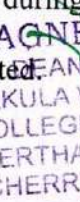
SMVMCH takes the initiative of organizing Parents-Teachers-Students meet (PTM) once annually to make parents and guardians acquainted with the academic and professional growth of their ward. Feedback from parents towards institutional performance and their overall satisfaction related to the progress of their ward will be collected manually by the concerned faculties at a frequency of once in a year and the data will be analysed for betterment of the provided services.

Teacher's Feedback:

The purpose of the feedback is to obtain the teachers input on the overall educational environment prevalent in SMVMCH. This feedback will specifically target the inputs of teachers on curriculum design, assessment patterns, research policies, human resource policies and overall working environment. The feedback from teachers will be collected online/manually by Feedback Coordinator once during an academic year.

Feedback on curriculum

This is collected as a part of other above mentioned feedbacks and segregated during analysis. An addition to this, the peers feedback from external examiners is also collected.


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4. MODE OF FEEDBACK COLLECTION:

Feedback collection can be made either online or offline modes. Online mode includes submission of responses on Google feedback form while offline submission involves the manual submission of feedback through printed questionnaire provided by institution at requisite schedule. The qualitative feedbacks in the form of appreciation letters, e-mails are also analysed.

Type	Collection mode	Sample Format
Student Exit feedback from 1 st professional year	Online/Offline	Appendix I
Student Exit feedback from 2 nd and 3 rd professional year	Online/Offline	Appendix II
Student Exit feedback from intern	Online/Offline	Appendix III
Feedback on Teachers	Online/Offline	Appendix IV
Alumni's feedback	Offline/online	Appendix V
Parent's feedback	Offline/online	Appendix VI
Peers(External Examinersfeedback)	Offline	Appendix VII
Teacher's feedback	Online/Offline	Appendix VIII
Employer's feedback	Offline	Appendix IX

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5. ROLE & RESPONSIBILITIES

Role	Responsibilities
IQAC	Designing the feedback forms / Reviewing Preparation of Action plan / Action taken report
MEU / Feedback committee	Collection of Students feedback / Parents feedback during parent's teachers meeting. Collection of Graduating student feedback Analysis and submission of feedback report to IQAC
Faculty / Mentor	Motivate students to submit their feedback
Alumni Secretary	Collecting Alumni feedback during alumni meet or via email and submission of data to feedback co-coordinator
Head of the Departments	Preparation of template and formats for various Activities and co-ordination of whole program.

6. FEEDBACK COLLECTION SCHEDULE

Type	Stakeholder	Schedule
Feedback on Teachers	Under graduate and postgraduate students	Once in a year
Feedback on curriculum / Infrastructure	Under graduate and postgraduate students	Once in a year
Graduating students feedback	Under graduate and postgraduate students	Once in a year
Alumni's feedback	Alumni of SMVMCH	Once in a year
Employees feedback	Recruited employees	Once in a year
Parents feedback	Parents	Once in a year
Faculty feedback	Faculty	Once in a year

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7. FEEDBACK ANALYSIS

This mechanism involves collection of feedback from various stakeholders in prescribed format (Google form or Hard copy), compilation and analysis of the feedback by the Feedback Committee, MEU.

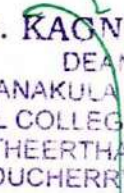
8. FEEDBACK REVIEW & RECOMMENDATIONS

On the basis of the feedback received from various stakeholders, the feedback co-ordinator will compile the final observations (includes departmental average and institutional average). The feedback report is discussed in the MEU committee and 'Action to be taken report' is submitted to IQAC. Further action plan on the 'Action to be taken report' will be executed by IQAC. The final report on the analysis and recommendations will be submitted to the college council.

9. ACTION TAKEN

On the basis of feedback review and recommendations given by feedback committee, the final action/ resolution is to be taken by head of the institution.

10. APPENDICES:


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End of Year Feedback from First year at SMVMCH

A] Demographics:

Age: Gender: Duration completed at SMVMCH:

B] Feedback on teaching, teachers, educational environment and infrastructure at SMVMCH

Please honestly indicate whether you - Strongly Agree, Agree, Uncertain, Disagree or Strongly Disagree with the statements below. It is about how **YOUR** perceptions on the previous exposure\.

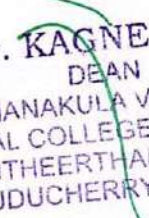
Please select the response close to your opinion

<i>Questions</i>	<i>Strongly Agree</i>	<i>Agree</i>	<i>Uncertain</i>	<i>Disagree</i>	<i>Strongly disagree</i>
TEACHING					
Lectures were regularly conducted					
Practical demos were regularly conducted					
Adequate hands-on training is regularly given					
Teaching improved my confidence in study					
Teaching schedule was well time-tabled					
TEACHERS					
The teachers were knowledgeable					
The teachers have good communication skills					
The teachers were well prepared for the class					
The teachers were regular for their class					

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The teachers provided adequate feedbacks					
EDUCATIONAL ENVIRONMENT					
Overall, atmosphere was helpful for my learning					
I was able to concentrate well					
There was a good support system for students					
Activities such as sports\cultural events were conducted as scheduled					
INFRASTRUCTURE					
Adequate infrastructure are available for learning					
Class rooms are comfortable					
Laboratories are well equipped					
Library has adequate resources					
Wi-Fi\digital library was available throughout					

Suggestions for Improvement:


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End of Year Feedback from Students at SMVMCH

A] Demographics:

Age: Gender: Year completed:

B] Feedback on teaching, teachers, educational environment and infrastructure at SMVMCH

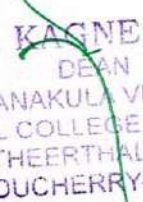
Please indicate whether you Strongly Agree, Agree, are Unsure, Disagree or Strongly Disagree with the statements below. It is about how YOU perceive the course.

Please tick the appropriate box.

Question	Strongly Agree	Agree	Uncertain	Disagree	Strongly disagree
TEACHING					
Lectures are regularly conducted					
Practical demonstrations are regularly conducted					
Adequate hands-on training is regularly given					
Teaching improved my confidence in study					
Teaching program is well time-tabled					
Community-based teaching contributed to my learning					
TEACHERS					

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The teachers are knowledgeable					
The teachers have good communication skills					
The teachers are well prepared for the class					
The teachers are regular in their class					
The Teachers provide good feedback to students					
EDUCATIONAL ENVIRONMENT					
Overall, atmosphere is helpful for my learning					
I am able to concentrate well					
There is a good support system for stressed students					
Activities such as sports\cultural events are regularly conducted					
INFRASTRUCTURE					
Adequate infrastructure is available for learning					
Class rooms are comfortable					
Laboratories are well equipped					
Library\Digital library are supportive to my learning					
Hospital offers adequate exposure in clinical teaching					


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Medical Education Unit

End of Course Feedback from Students at SMVMCH

A] Demographics:

Age: Gender: Duration completed at SMVMCH:

B] Feedback on teaching, teachers, educational environment and infrastructure at SMVMCH

Please honestly indicate whether you - Strongly Agree, Agree, Uncertain, Disagree or Strongly Disagree with the statements below. It is about how **YOUR** perceptions on the previous exposure\.

Please select the response close to your opinion

Questions	Strongly Agree	Agree	Uncertain	Disagree	Strongly disagree
TEACHING					
Lectures were regularly conducted					
Practical demos were regularly conducted					
Adequate hands-on training is regularly given					
Teaching improved my confidence in study					
Teaching schedule was well time-tabled					
Community-based teaching improved learning					
Clinical postings were regularly implemented					

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Clinical cases were adequately discussed					
TEACHERS					
The teachers were knowledgeable					
The teachers have good communication skills					
The teachers were well prepared for the class					
The teachers were regular for their class					
The teachers provided adequate feedbacks					
EDUCATIONAL ENVIRONMENT					
Overall, atmosphere was helpful for my learning					
I was able to concentrate well					
There was a good support system for students					
Activities such as sports\cultural events were conducted as scheduled					
INFRASTRUCTURE					
Adequate infrastructure are available for learning					
Class rooms are comfortable					
Laboratories are well equipped					
Library has adequate resources					
Wi-Fi\digital library was available throughout					
Hospital has adequate materials for learning					
INTERNSHIP PROGRAM					
Adequate Hands-on training is given regularly					
There was adequate exposure to variety of cases					
Received adequate guidance from Post-graduates in patient management					
Received adequate guidance from faculty in patient management					
I am confident to work independently as first contact physician					

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Suggestions for Improvement:

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Feedback for the lecture sessions delivered

Direction: Please check (v) the statement which most closely corresponds to your overall observation during the entire teaching period.

Name of the faculty:

Department:

Teacher's actions	Strongly agree	Agree	Neither agree nor disagree	disagree	Strongly disagree
Lecture content is informative					
Lecture content is logically sequenced					
Uses relevant animations/diagrams/photos in presentation					
Allows questions from students					
Raises interesting questions					
Summarizes main points at the end of session					
Overall, lectures were effective					

Comments\ or any suggestion for the above mentioned faculty:

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Course Exit feedback

Teacher's actions	Strongly agree	Agree	Neither agree nor disagree	disagree	Strongly disagree
Coverage of the syllabus- Theory					
Coverage of the syllabus – practical					
Organization of the Course					
Emphasis on fundamentals					
Coverage of modern/advanced topics					
Availability of text books/study materials					
Usefulness of tests and assignments					
What benefit you derived from the course?					

Comments\ or any suggestion for the above:

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Feedback from Alumni at SMVMCH

A) Demographics:

Age: Gender: Batch at SMVMCH:

B) Feedback on teaching, teachers, educational environment and infrastructure at SMVMCH

Please honestly indicate whether you - Strongly Agree, Agree, Uncertain, Disagree or Strongly Disagree with the statements below. It is about how **YOUR** perceptions on the previous exposure\.

Please select the response close to your opinion

Questions	Strongly Agree	Agree	Uncertain	Disagree	Strongly disagree
TEACHING					
Lectures and Practical demos were regularly conducted					
Hands-on training was adequate					
Teaching schedule was well time-tabled					
Received Community-based teaching					
Clinical postings were regularly implemented					
TEACHERS					
The teachers were regular for their class					
The teachers provided adequate feedbacks					
The teachers contribute to your development					
EDUCATIONAL ENVIRONMENT					
Did the atmosphere was helpful for your learning					
There was a good support system for students					
Activities such as sports\cultural events were conducted as scheduled					
INFRASTRUCTURE					

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Adequate infrastructure was available for learning					
Class rooms were comfortable					
Laboratories are well equipped					
Library had adequate resources					
Wi-Fi\digital library was available throughout					
Hospital has adequate materials for learning					
Research and Conference					

Please mention your achievements:

Suggestions for Improvement:

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Feedback from External Examiners on curriculum and Syllabus

NAME:

College:

Date:

1. Curriculum is in line with that of MCI regulations

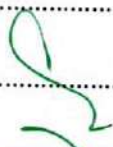
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2. Recent advancements added in the curriculum

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3. Infrastructure necessary for curricular and extracurricular activities

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4. Examination conducted was transparent and fair

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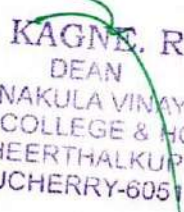
5. Any other suggestion for improvement:

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SIGNATURE


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Teacher's Feedback

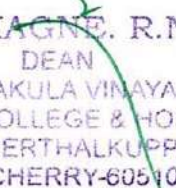
The purpose of the feedback is to obtain the teacher's input on the overall educational environment prevalent in Sri manakula vinayagar medical college and hospital. This feedback will specifically target the inputs of teachers on curriculum design, assessment patterns, research policies, HR policies and overall working environment. Your response as an esteemed teacher in this regard is valuable for our continuous improvement.

***Please tick mark (✓) the appropriate response.**

SI No.	Questions	Strongly Agree	Agree	Disagree	Strongly Disagree	Unable to Comment
		5	4	3	2	1
1	The design of curriculum is appropriate to cover all relevant topics for the assigned subject.					
2	The facilities and learning resources available in institute is adequate for effective teaching.					
3	I am satisfied with the assessment practices adopted by the institution for measuring student's performance.					

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4	The institute provides enough opportunities for personal and professional growth.					
5	Academic and administrative staff is cordial and provided all necessary information well in advance.					
6	The institute provides enough opportunities and					

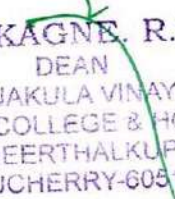

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	encouragement for pursuing research related activities.					
7	A transparent PBAS based increment and career Advancement system is Prevalent in the institution.					
	I am aware of the existence of governing bodies for grievance redressal and prevention of women-harassment					
	I find job security and feel happy with existing HR policies prevalent in institution.					
	I am satisfied with the overall working environment and practices followed in this institution.					

Overall Impressions/Suggestions for improvement.....

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Employer feedback

The purpose of the feedback is to obtain the employers input on the quality of the graduates at Sri Manakula Vinayagar Medical College and Hospital and to assess the extent of attainment of the programme outcomes. Your response as an esteemed employer in this regard is valuable for our continuous improvement. From your experience with the graduates From Sri Manakula Vinayagar Medical College and Hospital please rate the degree to which these graduates achieved in terms of getting into postgraduate courses. The outcomes are expected to be normally achieved in a period of 2-3 years after graduation. Please use the indicated scale to give your opinion.

Professional Competencies/Program Outcomes

Sl. No.	Employer Feedback (On facilities, curriculum and HR Policies) 2016-17	Strongly agree	Agree	Disagree	Strongly Disagree	Unable to Comment
		5	4	3	2	1
1	Has acquired adequate knowledge of mental sciences					
2	Demonstrate effective planning and implement plans within time frame.					
3	Can analyze and interpret data including radiographs					
4	To use current techniques, skills, and modern tools					
5	Function effectively individually and in a team, including diverse and multidisciplinary approach to accomplish a task.					
6	Understand contemporary issues relating to medical profession and challenges ahead.					
7	Be aware of ethical and professional responsibilities					
8	Possess the necessary interpersonal and communication skills to be a productive member of the team in work environment.					
9	Understanding of professional, legal, security and social issues and responsibilities					
10	Have strong background and motivation to pursue life-long learning					

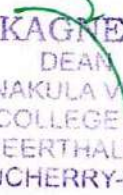
Overall Impressions/Suggestions for improvement

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Name & Designation

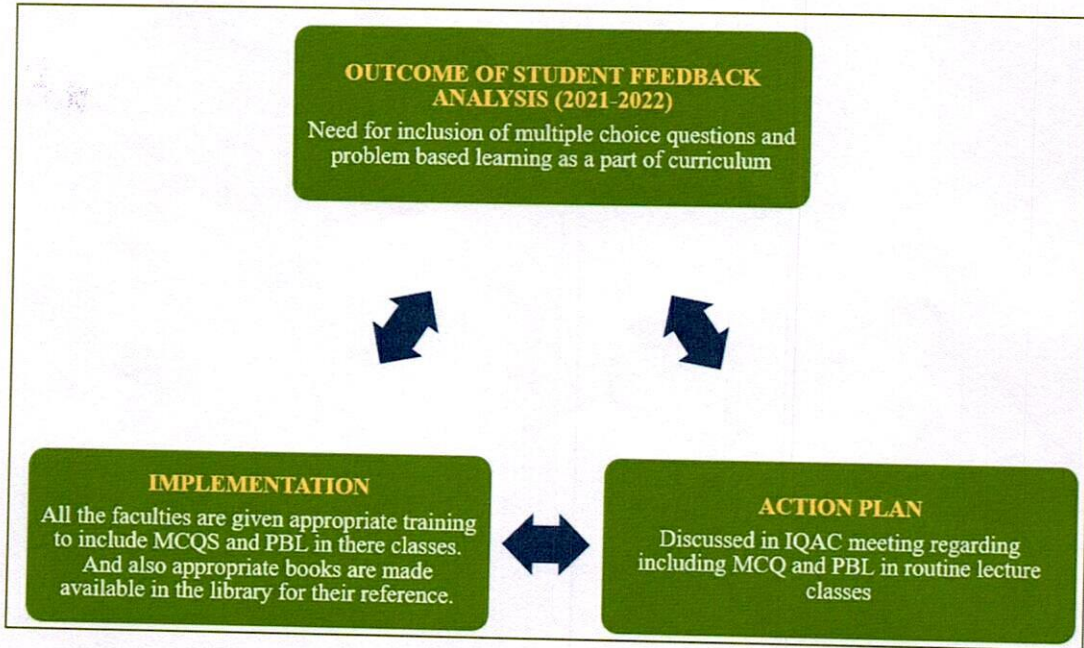
Organisation

Signature & Date

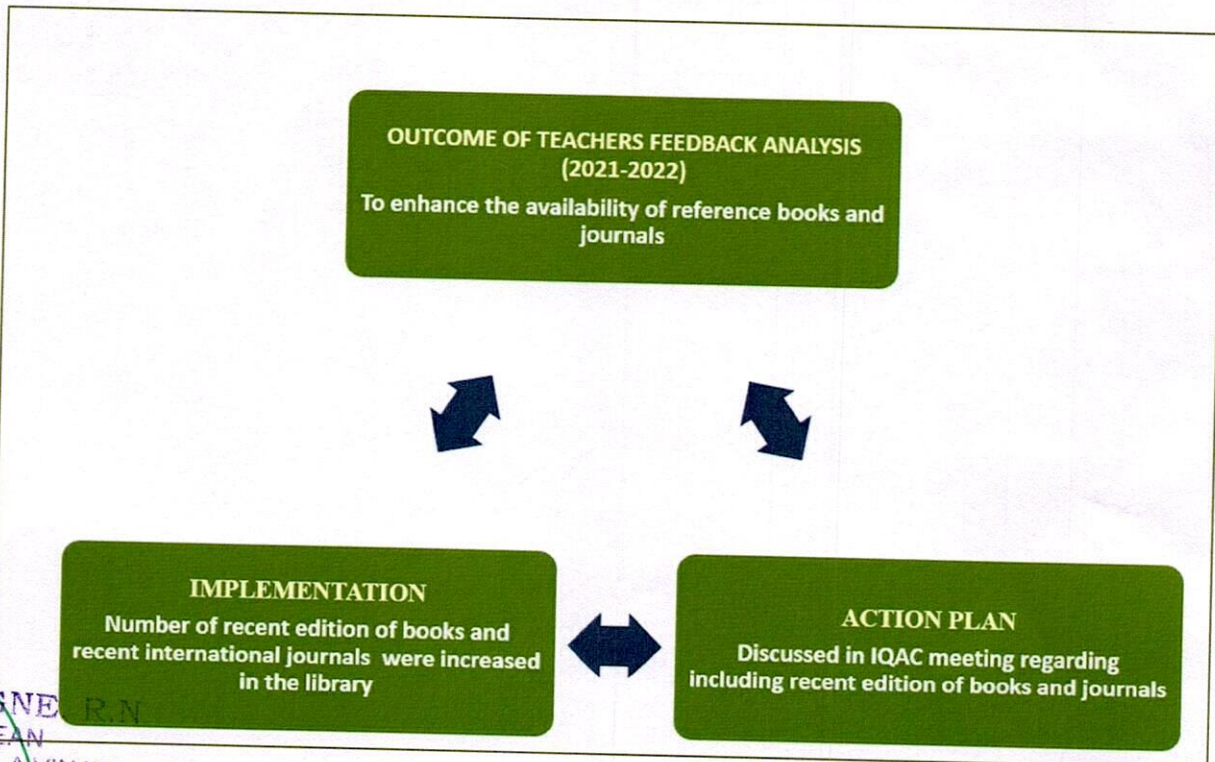

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FEEDBACK LOOP

STUDENTS FEEDBACK ANALYSIS AND ACTION PLAN



TEACHERS FEEDBACK ANALYSIS AND ACTION PLAN



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