

Mamata Medical College
Khammam – Telangana

FEEDBACK SYSTEM

Feedback for learners continues to be an important area of study for medical educators. Feedback is also a common component of faculty development programs and residents-and students-as-teachers. Quality assurance framework within Mamata Medical College involves all the administrative and teaching wings 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

Feedback Mechanism



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

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 as frequently as required under the supervision of the head of the institution with minimum of once every year.

b. Graduating student feedback (Exit Feedback)

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. However, 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 Mamata Medical College and Hospital. This helps us to assess the extent of attainment of the programme outcomes. Alumni feedback will be collected from all participating alumnus of MMC, during Alumni meet or through e-mail. The **Secretary of Alumni Association, Dr. Kishan Rao**, Professor of Anesthesia will be collecting the feedback manually or electronically and submitting the same to the head of the institution.

Employer's Feedback:

The purpose of the feedback is to obtain the employers input on the quality of the graduates at MMC 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. The feedback from recruiters will be collected manually or electronically.

Parent's Feedback:

Mamata Medical College takes the initiative of organizing Parents-Teachers- Meeting (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 Class Teachers.

Teacher's Feedback:

The purpose of the feedback is to obtain the teachers input on the overall educational environment prevalent in MMC. This feedback will specifically target the inputs of teachers on curriculum design, assessment patterns, research policies, HR policies and overall working environment. The feedback from teachers will be collected online/manually by **Medical Educational Unit - 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.

MODE OF FEEDBACK COLLECTION:

Feedback collection can be made either online or offline modes. Online mode includes submission of responses on portal of Mamata medical college i.e. www.mamatmedicalcollege.com 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 analyzed.

Type	Collection mode
Feedback on Teachers	Online/Offline
Student Exit feedback	Online/Offline
Alumni's feedback	Offline/online
Employer's feedback	Offline
Parent's feedback	Offline/online
Teacher's feedback	Online/Offline

FEEDBACK COLLECTION SCHEDULE

Type	Stakeholder	Schedule
	During whole academic year	
Feedback on Teachers	MBBS and MD/MS	During end of Semester
Graduating students feedback	MBBS and MD/MS students	During submission of No-dues after completion of the course
Alumni's feedback	Alumni	During Alumni Meet
Employers feedback	Employers for recruitment	Manually annually
Parents feedback	Parents	Half yearly offline / telephonically
Teachers feedback	Teachers	Once, at the end of an Academic year

FEEDBACK ANALYSIS

This mechanism involves the compilation of data collected from various stakeholders in the prescribed format to be submitted to the feedback co-ordinator of MEU as soft as well as hard copy. This task is to be carried out by the assigned faculty through Head of institution. The format (excel sheet) for the same will be provided.

The feedback collected manually will be analysed by assigned faculty and the scores to be submitted to Head of institution for compilation of data.

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) and the same will be put forth for further action by respective program committee.

ACTION TAKEN

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

<u>FEEDBACK FROM STUDENTS</u>	
--------------------------------------	--

Students are advised to carefully read the criteria and mark appropriate number in the columns opposite to the names of Faculty. Responds honestly and frankly and donot take it lightly as it is assessment of your teacher and further steps will be taken on your feedback. Description of the numbers gives below.

1-Very good; 2- Good 3-Average; 4-Poor; 5-Do not know;

[illegible]

<u>Student Exit feedback</u>						
Sl No.	Item	Very good	Good	Average	Poor	Very Poor
		5	4	3	2	1
1	Academic content					
2	Fairness of Evaluation					
3	Interaction with Faculty					
4	Interaction with administration					
5	Library facilities					
6	Laboratory/Research facilities					
7	Computer/IT facilities					
8	Hostel facilities					
9	Recreational facilities					
10	Extra-curricular activities					
11	Sports facilities					
12	Campus life					
13	Career Guidance					
14	Campus environs					
15	Governance					

Alumni feedback

The purpose of the feedback is to obtain the input from the alumni on the quality of the graduates at Mamata Medical College & Hospital, and to assess the extent of attainment of the programme outcomes. Your response as an esteemed alumnus in this regard is valuable for our continuous improvement.

From your experience, please rate the degree to which Mamata Medical College & Hospital, prepared you as a graduate to achieve the indicated Programme outcomes. Please use the indicated scale to give your opinion.

Questioner:

1. Did you always want to pursue your current job/course? If not then specify, what circumstances/factors were responsible for choice of your job/course?
2. What are the things that you would appreciate most about this institute?
3. What did you like the most about the faculty? What improvements would you recommend for the faculty?
4. What improvements would you recommend for the institution (infrastructure/courses/other amenities, etc)
5. The knowledge and skills provided by the institution was competent enough for you to confidently practice on your own or work in a corporate environment
6. The role of faculty during mentorship programmes was_____
7. What could have the college done in the following areas to facilitate your higher studies/career developments/overall personality development in the fields of computer literacy, soft skills, career guidance, placement, any other?
8. Would you like to be informed by the college about the new courses/opportunities? If, yes, what kind of course/career you are looking at?
9. Would you like us to start some skill development programmes for you? If yes, what kind of skills would you like to acquire?

Employer feedback

The purpose of the feedback is to obtain the employers input on the quality of the graduates at Mamata Medical College & 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 Mamata Medical College & Hospital, please rate the degree to which these graduates achieved the indicated MBBS/MD/MS Programme outcomes. 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.

Sl. No	Employer Feedback (On facilities, curriculum and HR Policies)	Strongly agree	Agree	Disagree	Strongly Disagree	Unable to Comment
		5	4	3	2	1
1	Has acquired adequate knowledge of medical 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					

Parent's Feedback

The purpose of the feedback is to obtain the input from the parents on the quality of the education and services provided at Mamata Medical College and hospital and to assess institutional performance and overall satisfaction related to the academic and professional growth of your ward. Your response as an esteemed parent in this regard is valuable for our continuous improvement.

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

Sl. no	Questions	Strongly	Agree	Disagree	Strongly	Unable to
1	How do you rate overall quality and relevance of the program that your ward is undergoing/ has undergone at our Institution?					
2	How well organized was the course (MBBS/MD/MS//PhD) ?					
3	How would you rate the quality of teaching in the Institution?					
4	The teaching and learning methods followed meets the requirements of the student.					
5	Academic and administrative staff is cordial and provided all necessary information well in advance.					
6	I am satisfied with the hostel and mess facility available in the institute.					
7	I can observe the positive changes in personality of my ward related to professional competencies					
8	I am aware of the existence of grievance redressal cell and anti-ragging committee.					
9	I would recommend a career in Medicine to a friend or relative in MMC					
10	How satisfied are you with the availability of resources for teaching at this college?					

Teacher's Feedback

The purpose of the feedback is to obtain the teacher's input on the overall educational environment prevalent in Mamata Medical College & 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.***

Sl. no	Questions	Strongly	Agree	Disagree	Strongly	Unable to
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.					
4	The institute provides enough opportunities for personal and professional growth.					
5	The institute provides enough opportunities and encouragement for pursuing research related activities.					
6	Academic and administrative staff is cordial and provided all necessary information well in advance.					
7	A transparent PBAS based increment and career Advancement system is Prevalent in the institution.					
8	I find job security and feel happy with existing HR policies prevalent in institution.					
9	I am aware of the existence of governing bodies for grievance redressal and prevention of women-harassment					
10	I am satisfied with the overall working environment and practices followed in this institution.					

Feedback from External Examiners on curriculum and Syllabus

NAME:

College:

Date:

1. Curriculum is in line with that of DCI regulations

.....
.....
.....

2. Recent advancements added in the curriculum

.....
.....

3. Infrastructure necessary for curricular and extracurricular activities

.....
.....
.....

4. Examination conducted was transparent and fair

.....
.....

5. Any other suggestion for improvement:

.....
.....
.....

SIGNATURE