



Guidelines For Feedback Management



CONTENTS

1. INTRODUCTION/PREAMBLE	3
2. STAKEHOLDERS	3
3. TYPES OF FEEDBACK	3
3.1 Student’s Feedback:	4
3.2 Alumni’s Feedback:.....	4
3.3 Employer’s Feedback:	4
3.4 Parent’s Feedback:	5
3.5 Teacher’s Feedback:.....	5
3.6 curriculum feedback.....	5
4. MODE OF FEEDBACK COLLECTION:.....	5
5. ROLE & RESPONSIBILITIES	6
6. FEEDBACK COLLECTION SCHEDULE/ DATES OF	6
7. FEEDBACK ANALYSIS	7
8. FEEDBACK REVIEW & RECOMMENDATIONS	7
9. ACTION TAKEN	7
10. APPENDICES	7

1. INTRODUCTION/PREAMBLE

Self-assessment provides feedback regarding the strengths, weaknesses, opportunities and threats relevant to quality assurance within the institute. Quality assurance framework within JSS Dental college and Hospital, Mysuru 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

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**

3.1 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.

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.

3.2 Alumni's Feedback:

The purpose of this feedback is to obtain the inputs from the alumni on the quality of the graduates at JSS Dental college and Hospital, Mysuru. This helps us to assess the extent of attainment of the programme outcomes. Alumni feedback will be collected from all participating alumnus of JSSDCH, Mysuru during Alumni meet or through e-mail. The **Secretary of Alumni Association, Sammilana** will be collecting the feedback manually or electronically and submitting the same to the head of the institution.

3.3 Employer's Feedback:

The purpose of the feedback is to obtain the employers input on the quality of the graduates at JSSDCH, Mysuru 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.

3.4 Parent's Feedback:

JSSDCH 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 **Class Teachers**.

3.5 Teacher's Feedback:

The purpose of the feedback is to obtain the teachers input on the overall educational environment prevalent in JSSDCH, Mysuru. 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 **Feedback Coordinator** once during an academic year.

3.6 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.

4. MODE OF FEEDBACK COLLECTION:

Feedback collection can be made either online or offline modes. Online mode includes submission of responses on portal of JSS University i.e. www.jssuonline.org 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 is also analysed.

Type	Collection mode	Sample Format
Feedback on Teachers	Online/Offline	Appendix I
Student Exit feedback	Online/Offline	Appendix II
Alumni's feedback	Offline/online	Appendix III
Employer's feedback	Offline	Appendix IV
Parent's feedback	Offline/online	Appendix V
Teacher's feedback	Online/Offline	Appendix VI
Peers (External Examiners feedback)	Offline	Appendix VII

5. ROLE & RESPONSIBILITIES

Role	Responsibilities
Individual Subject teacher	<ul style="list-style-type: none"> Motivate students to submit their feedback Analysis and Submission of feedback report to concerned HODs
Faculty	<ul style="list-style-type: none"> Motivate students to submit their feedback Collection of Parents feedback during PTM Collection of Graduating student feedback (Only final year) Analysis and submission of data to feedback co-ordinator
Secretary, Sammilana	Collecting Alumni feedback during alumni meet Or via mail Analysis and submission of data to head of the institution
Secretary, Sammilana	<input type="checkbox"/> <input type="checkbox"/> Collect employer feedback online or offline <input type="checkbox"/> <input type="checkbox"/> Analysis and submission of data to head of the institution
JSSU Online Co-ordinator	<input type="checkbox"/> <input type="checkbox"/> Release JSSU online portal for feedback submission during scheduled dates.
Head of the Departments (HODs)	<input type="checkbox"/> <input type="checkbox"/> Compilation of faculty wise departmental data and submission to feedback co-ordinator.
Feedback co-ordinator	<input type="checkbox"/> <input type="checkbox"/> Preparation of template and formats for various activities and co-ordination of whole program.

6. FEEDBACK COLLECTION SCHEDULE

Type	Stakeholder	Schedule
	During whole academic year	
Feedback on Teachers	BDS and MDS	NA
Graduating students feedback	BDS and MDS students	During submission of No-dues after completion of the course
Alumni's feedback	Alumni of JSSCH	During Alumni-Sammilana Meet
Employers feedback	Employers for recruitment	Online annually
Parents feedback	Parents	Half yearly offline / telephonically
Teachers feedback	Teachers	Once, at the end of an Academic year

7. 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 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.

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

9. 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.

10. APPENDICES: 1-7



JSS UNIVERSITY

(Established under section 3 of UGC Act, 1956)
JSS Medical Institutions Campus, Sri Shivarathreshwara Nagar,
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Accredited "A" Grade by NAAC

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PART-C (i) Student's Feedback

Name of Teacher: _____

Department: _____

Students are required to rate the teachers/facilitators on the theory topic based on following attributes using the 5 point scale given below

	<ul style="list-style-type: none"> • Please answer each question accurately • Circle the number which most closely corresponds to your views about each statement 	Agree	Strongly agree	Uncertain	Strongly Disagree	Disagree
Factor 1: Set Induction						
1.1	Aroused interest in the beginning by relation to previous learning, throwing a new idea, questioning etc.	5	4	3	2	1
1.2	Specified the objectives of presentation/topic	5	4	3	2	1
1.3	Time sense,- punctuality and making arrangement for absence, completing of topic	5	4	3	2	1
Factor 2: Planning						
2.1	Organized material in a logical sequence	5	4	3	2	1
2.2	Used relevant content matter along with illustrations	5	4	3	2	1
2.3	Depth of the course content	5	4	3	2	1
2.4	Self-confidence, command over topic	5	4	3	2	1
Factor 3: Presentation						
3.1	Changed the pace of presentation by shifting emphasis, joke etc.,	5	4	3	2	1
3.2	Used specific example to illustrate main ideas	5	4	3	2	1
3.3	Used nonverbal cues, eye contact,etc	5	4	3	2	1
3.4	Stayed on the theme of lecture/topic	5	4	3	2	1
Factor 4: Pupil Participation						
4.1	Asked/Allowed questions from students	5	4	3	2	1
4.2	Solicited / Rewarded pupil effort	5	4	3	2	1

4.3	Engaged completely in the lecture	5	4	3	2	1
4.4	Stimulated critical thinking	5	4	3	2	1
	Factor 5: Use of Audio Visual (AV) Aids					
5.1	Used proper AV aids/black board	5	4	3	2	1
5.2	Used the aid(s) effectively	5	4	3	2	1
	Factor 6: Closure					
6.1	Summarized most important points at the end of the session	5	4	3	2	1
6.2	Motivated self-directed/outside classroom learning	5	4	3	2	1
	Factor 7 evaluation					
7.1	Tests/MCQ/IA answers discussed	5	4	3	2	1
7.2	Helping approach to student's academic interests	5	4	3	2	1
7.3	Takes steps to help slow learners	5	4	3	2	1



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Student Exit feedback

Please indicate the degree in which you agree or disagree

Overall Rating of the _____ (name of Programme)

(tick in the relevant cell)

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

Any other comment:

Date:



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Alumni feedback

The purpose of the feedback is to obtain the input from the alumni on the quality of the graduates at JSS Dental College & Hospital, Mysuru 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 JSS Dental College & Hospital, Mysuru prepared you as a graduate to achieve the indicated Programme outcomes. Please use the indicated scale to give your opinion.

Questionnaire

- 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?



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Employer feedback

The purpose of the feedback is to obtain the employers input on the quality of the graduates at JSS Dental College & Hospital, Mysuru 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 JSS Dental College & Hospital, Mysuru, please rate the degree to which these graduates achieved the indicated D. Pharm./B.Pharm/M.Pharm 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.

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 dental 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 dental 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

Name & Designation

Organisation

Feedback Manual

Signature &Date



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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 JSS Dental college and hospital, Mysuru 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	Agree	Disagree	Strongly Disagree	Unable to Comment
		5	4	3	2	1
1	The campus learning environment is safe.					
2	The facilities and learning resources available in institute is adequate enough to provide necessary learning at individual level.					
3	The institute provided necessary facilities to promote overall development of my ward through co-curricular and extracurricular activities.					
4	The necessary information related to the progress of my ward was made available, routinely.					
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 pharmacy to a friend or relative					
10	I would recommend JSS Dental College and Hospital to a friend or relative looking for admission of their ward.					

Overall Impressions/Suggestions for improvement.....

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Teacher's Feedback

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****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.					
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					

	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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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