Standard Operating Procedure for Feedback Collection

In Compliance with ISO 9001:2015 Standard and (NAF Standard 10 Program Evaluation and Continous Renewal)

(Clause # 8.5.1 of ISO 9001:2015 Standard and Clause 10.5 NAF Standard Program Evaluation and Continous Renewal)

Drafted By:	_____ Head of Department	01st December 2020
Reviewed By:	_____ Director Adm & Ops.	05th December 2020
Approved By:	_____ Principal	10th December 2020

Amendment Sheet

Date	Revision #	Amendment Detail	Section Affected	Amendment Approved by	Signatures

1.0 PURPOSE:

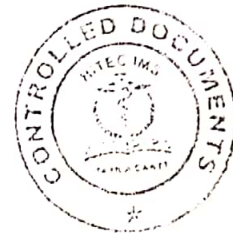The purpose of this procedure is to;
- Provide guidelines for feedback collection from students and faculty as per the requirements of PMC, NUMS or HEC.

2.0 SCOPE:

This procedure is applicable to all students and faculty institute wide.

3.0 DEFINITIONS, ABBREVIATIONS AND CONCEPTS:

HITEC-IMS	Heavy Industries Taxila Education City – Institute of Medical Sciences
QMS	Quality Management System
PMC	Pakistan Medical Commission
NUMS	National University of Medical Sciences
HEC	Higher Education Commission
HOD	Head of Department
CCM	Combined Committee Meeting
DME	Department of Medical Education

4.0 RESPONSIBILITIES AND AUTHORITIES:

4.1 Medical Education – Head of Department
4.2 Assistant Manager Quality Assurance

5.0 PROCEDURE

5.1 Student Feedback

5.1.1 Feedback from students is collected according to the two questionnaires provided by NUMS as adapted by the HITEC-IMS at the end of each block and year or as & when required by the NUMS.

5.1.2 Curriculum Committee designed the student feedback form in consideration with the student's requirements and the faculty members.

5.1.3 Finalized document is presented to top management and the all departmental heads in CCM for its approval and validation.

5.1.4 Approved form is designed on google forms by DME and link is shared with students at the end of each block and year for gathering data.

5.1.5 Collected data is analyzed w.r.t. each question and the comments or suggestions provided by the students by Medical Education Department.

5.1.6 Analysis report is then disseminated to curriculum and assessment committee for evaluation and incorporation of required changes in curriculum.

5.2 Faculty Feedback

5.2.1 Feedback from faculty is collected for evaluation of Module / Block for MBBS program according to the questionnaire provided by NUMS as adapted by the HITEC-IMS at the end of each block and year or as & when required by the NUMS.

5.2.2 Department of Medical Education designed the Faculty Feedback form for conducting self-assessment of academic program in consideration with the top management and the faculty needs and requirements.

5.2.3 Finalized Faculty Feedback form document is presented to top management and the all departmental heads in CCM for its approval and validation
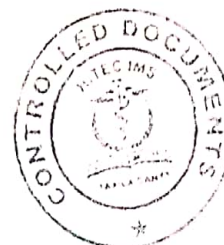
5.2.4 Approved form is designed on google forms by DME and link is shared with Faculty at the end of each block and year for gathering data.

5.2.5 Collected data is analyzed w.r.t. each question and the comments or suggestions provided by the faculty by Medical Education Department.

5.2.6 Analysis report is then disseminated to curriculum and assessment committee for evaluation and incorporation of required changes in curriculum.

6.0. RELATED DOCUMENTATION

Sr. #	Document name	Document Number	Retention Period
1	NUMS Feedback Forms	HITEC-IMS-EXT-01	01 Year

Consolidated Feedback Analysis

Please provide consolidated feedback year-wise. Detailed feedback can be produced on the Inspection Visit by the University

I. Form 1: Evaluation of Module/Block for MBBS/BDS Program by Students

1st Year	Number of Students Enrolled: Number of Students Evaluated:	101 93
	Number of Blocks Taught:	3
2nd Year	Number of Students Enrolled: Number of Students Evaluated:	102 98
	Number of Blocks Taught:	3
3rd Year	Number of Students Enrolled: Number of Students Evaluated:	88
	Number of Blocks Taught:	3
4th Year	Number of Students Enrolled: Number of Students Evaluated:	101 56
	Number of Blocks Taught:	3
5th Year	Number of Students Enrolled: Number of Students Evaluated:	87 38
	Number of Blocks Taught:	3

II. Evaluation of Module/Block for MBBS/BDS Program by Faculty-Form 2

1st Year	Number of faculty: Number of faculty evaluated per course:	22 16
	Number of Courses Taught:	3
2nd Year	Number of faculty: Number of faculty evaluated per course:	22 20
	Number of Courses Taught:	3
3rd Year	Number of faculty: Number of faculty evaluated per course:	21 14
	Number of Courses Taught:	3
4th Year	Number of faculty: Number of faculty evaluated per course:	23 23
	Number of Courses Taught:	3
5th Year	Number of faculty: Number of faculty evaluated per course:	39 29
	Number of Courses Taught:	3

III. Faculty Satisfaction Survey- Form 3

1st Year	Number of faculty: Number of faculty evaluated:	22 9
	Number of Faculty Satisfied	41%
2nd	Number of faculty: Number of faculty evaluated:	22 12