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# Students' Feedback Policy



**CMH Institute of Medical Sciences**

**Bahawalpur**

Purpose	To monitor and improve the quality of the student learning experience through the collection, use and reporting of student feedback about teaching and the learning environment.
Prepared by	Department of Medical Education / Quality Enhancement Cell <i>Jyed Nba Inan</i>
Reviewed By	Director Curriculum Committee <i>Jyed Nba Inan</i>
Approved By	Academic Council <i>[Signature]</i>
Custodian of the Policy	Quality Enhancement Cell
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## Students' Feedback Policy

### **SCOPE**

CIMS Bahawalpur uses a range of methods to enable students to give feedback on their experiences at many levels, and on many different dimensions including their perceptions of teaching, their learning experience in different modules / blocks and clinical rotation, their overall course experience, and their end of the program experience at the College.

This policy outlines a clear and measurable set of standardized instruments for gathering student feedback, thus enabling comparability over time, and consistent, systematic reporting of information at appropriate levels of aggregation.

This policy outlines how student feedback on modules / blocks and teaching is gathered, reported, and utilized, using NUMS-approved HEC standard surveys, as part of the college's ongoing commitment to providing a quality learning experience for students.

### **DEFINITIONS**

#### ***Feedback***

Feedback is a process in which the effect or impact of an action or interaction is communicated back (feedback) to modify or improve the next action or interaction.

#### ***Evaluation***

Evaluation refers to a rigorous analysis of completed or ongoing activities that facilitates Faculty and management in accountability, effectiveness, and efficiency of the activities.

#### ***Course Evaluation***

A course evaluation is a process of collecting opinions of students on a paper or through electronic questionnaire which requires a written or selected response answer to a series of questions in order to evaluate the relevance, contents, assessment and instruction of a given course.

#### ***Subject***

A subject is a branch of knowledge studied or taught in college that forms a part of a degree program.

#### ***Module / Block***

The module is an instructional functional unit that focuses on a particular topic, and combines the educational contents and the technology of its presentation (Stewart, Wilkerson, 1999)

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## **POLICY STATEMENT**

The College is committed to providing opportunities for all students to offer feedback on their educational experiences. Student surveys are a key component of the College's monitoring, review and improvement activities, and an important source of feedback to staff on their teaching.

Although not the only source of evaluation data about educational quality, the College considers students' views to be of critical importance in the evidence-based approaches used within the College to target improvements in both teaching practices and the quality of courses at different modules / blocks of study. They complement other sources of evidence about the quality and effectiveness of courses, modules / blocks, teaching practices and other aspects of students' experiences at the CIMS Bwp through including student representatives on Curriculum Committee and Academic Council and informal student comments.

As per the HEC directives Students evaluate course and teacher separately on given questionnaires.

### **Student Course Evaluation**

- The College will undertake regular review of modules / blocks of study, using student feedback along with other sources of information.
- Student feedback on modules / blocks of study will be gathered using the NUMS-approved standardized HEC survey questionnaires in all modules / blocks.
- Modules / blocks of study will normally be evaluated for all the subjects offered in that Modules / blocks, except where special circumstances apply.
- Student Course Evaluation survey data will be collected, analyzed and reported in Curriculum Committee meetings and Academic Council meetings as and when required.
- Results from student feedback on modules / blocks will be reported to students and staff, along with targets and plans for improvement, in curriculum committee meetings for improving the quality of modules / blocks of study.

### **Student's Teacher Evaluation**

- Student feedback on teaching will be gathered using the NUMS-approved standardized HEC survey questionnaires for all teachers.
- Teaching will normally be evaluated preferably after each module for every teacher or at least annually for every teacher, except where special circumstances apply.
- Survey data will be collected, analyzed and reported in Curriculum Committee meetings and Academic Council meetings as and when required.
- Results from student feedback on teaching will be reported to individual faculty through their departmental heads to be discussed with their Departmental Heads / Management.
- Aggregated findings of Student's Teacher Evaluation survey results that relate to the relevance and quality of courses and modules / blocks in terms of student needs and expectations may be used by the College for any purpose.

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# Students' Feedback SOPs



## CMH Institute of Medical Sciences

### Bahawalpur

Purpose	To monitor and improve the quality of the student learning experience through the collection, use and reporting of student feedback about teaching and the learning environment.
Prepared by	Department of Medical Education / Quality Enhancement Cell <i>Syed Naba Inan</i>
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## STUDENT FEEDBACK PROCEDURES

### 1. PPINCIPLES

- CMH Institute of Bahawalpur regards feedback from students as a very important source of input to ensure the maintenance of effective, high quality curriculum organization, learning and teaching.
- The Institute will provide a range of opportunities for students to provide feedback and evaluate feedback from students at different stages of students' learning journey.
- The Student Feedback Procedures are organized to ensure openness, anonymity and comprehensiveness in the collection, processing, reporting and use of student feedback about subjects and teaching quality at CIMS Bwp as outlined in the Student Feedback Policy.

### 2. SCOPE

This policy applies to collecting and evaluating student feedback and opinions about individual subject, quality of teaching, resources and support available at the College.

*Feedback from the institute to students on their performance is dealt with in the policies relating to assessment.*

### 4. PROCEDURES

#### Course and Teacher Evaluation Survey

1. A Course and Teacher Evaluation Survey will be administered separately at the end of each Module / Block.
2. All students will have the opportunity to provide feedback on the subjects offered in Module/ Block of study separately.
3. All students will receive a request via email, a paper-based survey or a URL to participate in the survey.
4. All students will have the opportunity to provide feedback on the following 5 domains:
  - a. Course content and Organization
  - b. Student Contribution
  - c. Learning Environment and Teaching Methods
  - d. Learning Resources
  - e. Assessment
5. The QEC will ensure the Evaluation Questionnaire are administered on time.
6. Appropriate controls will be instituted to ensure the integrity and anonymity of the data collected. Students responses will remain anonymous.
7. The result of the survey for each of the **subject** will be collected and presented to the relevant **Department** followed by a discussion on subject organization needs with the Head of Department and Medical Education Department if required.
8. The overall survey result for all subjects will be presented to the Curriculum Committee and Academic Council to inform and improve the quality of learning and teaching activities.

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9. The result of the survey for each of the teacher will be collected and presented to the relevant **Faculty through their Departmental Heads** followed by a discussion on professional development needs with the Head of Department and Medical Education Department if required.
10. The overall survey result for all teachers will be presented to the Curriculum Committee and Academic Council to inform and improve the quality of learning and teaching activities

## **5. USE OF STUDENT FEEDBACK**

Student Feedback will be used:

- to improve the quality of courses and subjects through the development of annual improvement plans;
- to inform Medical Education Department the professional development needs of academic staff;
- to enhance subject and course organization
- to improve the provision of learning resources, facilities, equipment and services
- to compare and benchmark the Institute's progress

## **6. REPORTING OF STUDENT FEEDBACK**

- All feedback will be reported in a format which ensures that individual respondents cannot be identified, unless the respondent requests otherwise.
- Faculty will be consulted and informed regarding the use and dissemination of student feedback.
- Feedback reports will be distributed to the relevant faculty, committees and academic council with institutional responsibility for improving the student experience and outcomes
- Feedback reports on individual faculty will not be made public but may be used for faculty development purposes.

## **QUALITY ASSURANCE**

To ensure that this policy & procedure is fit for purpose and meet the requirements of the NUMS and HEC Standards the procedure will be:

- internally approved by the Academic Council on development or review
- comprehensively monitored periodically and will reviewed and evaluated by the QEC every three years from the date of approval (if not earlier).

*QEC will monitor evaluation processes and practices to ensure that the principles and processes outlined in this policy are observed, and that defined protocols are strictly complied with.*