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— SCHOOL OF —
PHYSIOTHERAPY
NAVI MUMBAI

GUIDELINES
FOR FEEDBACK
MANAGEMENT

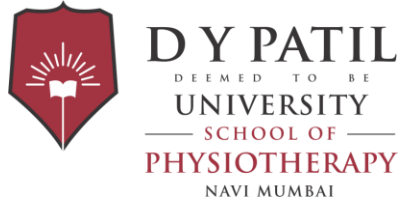


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INTRODUCTION/PREAMBLE

Self-assessment provides feedback regarding the strengths, weaknesses,

Opportunities and threats relevant to quality assurance within the institute. Quality Assurance framework within school of Physiotherapy, D.Y.PatilUniversity, Nerul ,NaviMumbai involves Feedback committee. It covers from governance to implementation of policies and procedures. In this regard, feedback committee provides necessary arrangements for feedback responses from students, 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. Information gathered during feedback procedures is informed to board of studies chairperson to discuss and take necessary action as and when required.

Diagram: Systematic method of feedback





2. STAKEHOLDERS

1. Student's Feedback:
2. Alumni Feedback:.....
- 3 Employer's Feedback:
4. Faculty Feedback:
- 5: Expert feedback
- 6 Patient feedbacks

3. TYPES OF FEEDBACK

- 1) Student feedback
 - a. Feedback on Teacher
 - b. Graduating student feedback on curriculum
- 2) Alumni feedback
- 3) Employer feedback
- 4) Faculty feedback
- 5) Expert teacher Feedback
- 6) Patient 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 class teachers with minimum of twice 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 at the end of their internship and also from postgraduate students. 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 and post graduate curriculum at D.Y. Patil deemed to be University, School of Physiotherapy, Nerul, Navi Mumbai. This helps us to assess the extent of attainment of the programme outcomes. Alumni feedback will be collected from all participating alumnus of D.Y. Patil deemed to be University, School of Physiotherapy, Nerul, Navi Mumbai during various Alumni activities as well as Alumni meet.

.The faculty coordinating with feedback will be collecting the feedback manually and submitting analysis along with the same to the feedback committee chairperson.

3.3 EMPLOYER’S FEEDBACK:

The purpose of the feedback is to obtain the employers input on the quality of the Graduates and post graduates at School of Physiotherapy, D.Y .Patil University, Nerul, Navi Mumbai. 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

3.4: FACULTY FEEDBACK

: The purpose to take feedback from faculty get insight into their perspective about curriculum Competency of curriculum along with various other aspects like duration of course, applicability of topics are discussed in manually distributed feedback form by feedback coordinator faculty This feedback helps us to be updated with best practices available in other curriculum which are taken up constructively to upgrade curriculum of School of Physiotherapy, D.Y.Patil university, Nerul, Navi Mumbai

3.5: EXPERT TEACHER FEEDBACK:

The peers feedback from external examiners is collected about curriculum constructive feedback given by experts of various subjects and faculties from various institutions .this helps us to be updated with curriculum of other institutions and inculcate best practices in our curriculum. •

The School of Physiotherapy and the Board of Studies are expected to use assessment results.

- To evaluate current programs, consider the introduction of new programs, discontinue or deemphasize practices that are no longer productive or have proven ineffective.
- Plan for future professional development to build increased knowledge of effective practices and strengthen our teachers' repertoire. •
- Compare the performance of students with those in other comparable schools.

3.6: PATIENT FEEDBACK:

Patients are important stakeholders in medical profession. In teaching institutions, curriculum goal is to make students competent enough to manage patient effectively. Students may or may not directly be involved in patient care but patient feedback on their interaction ,Outpatient and inpatient services are helpful to improve treatment . This feedback collected from patients throughout the year

4. MODE OF FEEDBACK COLLECTION:

Feedback collection for can be made offline modes i.e.the manual submission offeedback through printed questionnaire provided by institution at requisiteschedule.

Feedback collection for school of Physiotherapy, D.Y.Patil university ,Nerul,Navi Mumbai is done by manual methods feedback collected through printed questionnaire provided by feedback committee

	Type Collection	MOD	Sample Format
1	Student Exit feedback	Manual /online	Appendix 1
2	Alumni’s feedback	Manual/online	Appendix 2
3	Employer’s feedback	Manual /online	Appendix 3
4	Faculty feedback	Manual/online	Appendix.4



5	Expert teacher feedback	Manual/online	Appendix.5
6	Patient feedback	Manual/online	Appendix.6

5:ROLE AND RESPONSIBILITIES

Class teacher	Motivate students to submit their feedback Analysis and Submission of feedback report
Faculty	<input type="checkbox"/> Motivate students to submit their feedback <input type="checkbox"/> distribution and Collection of feedback <input type="checkbox"/> Analysis and submission of data to feedback committee chairperson
Feedback chairperson	Preparation of template and formats for various Activities and co-ordination of whole program.



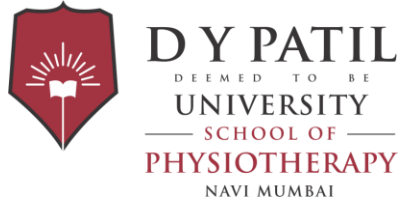
6.FEEDBACK COLLECTION SCHEDULE

	Type of feedback	Stakeholders	Schedule
1	Student Exit feedback	BPT/MPT	After completion of the course
2	Alumni's feedback	Alumni of school of Physiotherapy	During Alumni- Meet and activities
3	Employer's feedback	Employers for recruitment	Annually
4	Faculty feedback	Faculty of varied experience	NA
5	Expert teacher feedback	Expert in the field	NA
6	Patient feedback	Patients of OPD/IPD	NA

NA:Not applicable

7. FEEDBACK ANALYSIS

This mechanism involves the compilation of data collected from various Stakeholders in the prescribed format to be submitted to the feedback committee chairperson as well as hard copy. This task is to be carried out by the assigned faculty



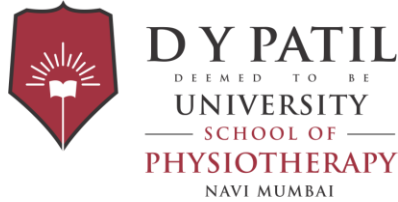
. The format (excel sheet) for the same will be provided. The feedback collected manually will be analysed by assigned faculty and the scores to be submitted to chairperson of feedback committee for compilation of data.

8. FEEDBACK REVIEW & RECOMMENDATIONS

On the basis of the feedback received from various stakeholders, the feedback Co-coordinator will compile the final observations (includes departmental 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 done during Board of studies meeting Resolution accepted and passed during Board of studies is put up further in to academic council meeting by Head of Institution for further approval



10. APPENDICES: 1-6

APPENDIX-1

To,

Dear students

Subject: letter to seek feedback on curriculum

We at the department of physiotherapy make curriculum which has been evolving naturally for many years doing its good work. We make either major or minor curriculum change to see if the intended objectives were achieved which driven by the formal review processes. This is in turn is accomplished as a response to feedback from various reviewers

In the end it matters little what drives the introspection and feedback-seeking as long as our curriculum objectives are fulfilled to the best of our ability. Done properly, curriculum assessment actually helps to seed a culture of engagement, an ethos of conscious and intentional reflection and transformation. Ours is not the only approach, but it has proven resilient and effective so far.

Elements of the overall approach have been very successful in isolation, but taken together, we feel strongly that they enrich the teaching and learning landscape in ways that few other activities can.

Hence we request you to fill the feedback form.

Thanking you.

Sincerely



STUDENT CURRICULUM FEEDBACK FORM

1. This curriculum is appropriate for you.

Strongly agree Agree Disagree Strongly Disagree

2. You find the syllabus too vast

Strongly agree Agree Disagree Strongly Disagree

3. You get sufficient amount of time to complete the syllabus

Strongly agree Agree Disagree Strongly Disagree

4. The examination pattern is appropriate

Strongly agree Agree Disagree Strongly Disagree

5. Please suggest changes to help us improve the program. What would you add/drop from the curriculum?

6. Would you like to suggest any changes in the examination pattern?

7. Would you like to suggest any other changes?

Thank you for your valuable time for filling in this feedback form.

Name:

Sign:



APPENDIX 2

QUESTIONNAIRE FOR ALUMNI

Name:

Program :- (BPT/MPT)

Year of Joining: -

Q.1) Syllabus content of all the academic year was relevant and up to the point.

Strongly agree	Agree	Neither	Disagree	Strongly Disagree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q.2) Syllabus content would help you in your clinical work after finishing the course

Strongly agree	Agree	Neither	Disagree	Strongly Disagree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q.3) You feel satisfied and confident after completing after completing the BPT course with respect to the syllabus and knowledge gained from it.

Strongly agree	Agree	Neither	Disagree	Strongly Disagree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q.4) The syllabi content of all the academic years has made you emerge as a competent physiotherapist in the world of physiotherapy rehabilitation.

Strongly agree	Agree	Neither	Disagree	Strongly Disagree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q.5) You are satisfied with the number and duration of didactic lecture and clinical hands on training.

Strongly agree	Agree	Neither	Disagree	Strongly Disagree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Q.6) You approve with the scheme of examination of all the subject's contained in the syllabi of all the academic years.

Strongly agree Agree Neither Disagree Strongly Disagree

Q.7) You are satisfied with the evaluation methods adopted to asses your progress for all the academic years.

Strongly agree Agree Neither Disagree Strongly Disagree

Q.8) Would you like to make any changes in

- Scheme in Examination
- Syllabi (1st BPT)
- Syllabi (2nd BPT)
- Syllabi (3rd BPT)
- Syllabi (4th BPT)
- Evaluation methods.

Q.9) would you like to make any changes (add/subtract) in the topics contained in the syllabus in

- (1st BPT)
- (2nd BPT)
- (3rd BPT)
- (4th BPT)

Q.10) You find the campus to be gender sensitized.

Strongly agree Agree Neither Disagree Strongly Disagree

Q.11) You are satisfied with the extracurricular activities organized by the school of physiotherapy.

Strongly agree Agree Neither Disagree Strongly Disagree



Q.12) You are satisfied with the arrangement of outreach programmes (like BURNS, NASEOH) organized by the school of physiotherapy.

Strongly agree Agree Neither Disagree Strongly Disagree

Q.13) Did you participate actively in the co-curricular activities (like seminar, CME's) organized by the school of physiotherapy

Yes No

Q.14) Rate the college library services

Excellent Very good Good Satisfactory Unsatisfactory

Q.15) Rate the college canteen services

Excellent Very good Good Satisfactory Unsatisfactory

Q.16) Rate the Social atmosphere of school of physiotherapy.

Excellent Very good Good Satisfactory Unsatisfactory

Q.17) Rate your experience of interaction with the administrative department of school of physiotherapy.

Excellent Very good Good Satisfactory Unsatisfactory

Q.18) Rate your experience of interaction with the academic staff of school of physiotherapy.

Excellent Very good Good Satisfactory Unsatisfactory



Q.19) Rate your experience of interaction with the students (seniors/colleagues) of school of physiotherapy.

Excellent Very good Good Satisfactory Unsatisfactory

Q.20) Rate the college infrastructures

Excellent Very good Good Satisfactory Unsatisfactory

Q.21) Your expectations from the teachers of school of physiotherapy were adequately satisfied.

Strongly agree Agree Neither Disagree Strongly Disagree

Q.22) Advice received from teachers of school of physiotherapy was helpful.

Strongly agree Agree Neither Disagree Strongly Disagree

Q.23) Your expectations from the school of physiotherapy were adequately satisfied.

Strongly agree Agree Neither Disagree Strongly Disagree

Q.24) Will you join Alumni Association of school of physiotherapy.

Yes No

Q.25) Do you think you can help the School of Physiotherapy to improve?

Yes No

Q.26) Would you like to keep in touch with the department after completion of your course

Yes No

Q.27) Do you experience any change in your personality as a result of being enrolled in the department



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Q.28) would you like to make any suggestions to school of Physiotherapy for benefits of future students



APPENDIX 3

Employer feedback form

1. Does the syllabus identify skills and strengths for employee

Strongly agree Agree Disagree Strongly Disagree

2. How do you find the clinical knowledge of your employee

3. How do you find the academic knowledge of your employee

4. Are you satisfied with the work ethics of your employee

Strongly agree Agree Disagree Strongly Disagree

5. How do you find the patient handling skills of your employee

Name of the employer

Signature

Date

Name of the clinic or hospital



APPENDIX 4:

CURRICULUM FEEDBACK FORM—FACULTY

This questionnaire is intended to collect information relating to your satisfaction towards the curriculum, teaching, learning and evaluation. The information provided by you will be kept confidential and will be used as important feedback for quality improvement of the program of studies/institution.

Directions: a score for each item please indicates your level of satisfaction with the following statement by choosing between strongly Agree and Strongly Disagree

1. This curriculum fulfills the below given criteria to its fullest

	Strongly agree	Agree	Disagree	Strongly Disagree
• Effectiveness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Efficiency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Appropriateness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Adequacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. The syllabus is appropriate according to the needs of the student for this particular subject

Strongly agree	Agree	Disagree	Strongly Disagree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. The allotment of clinics and didactic hours are appropriate according to the needs of the student for this particular subject

Strongly agree	Agree	Disagree	Strongly Disagree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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4. Describe in what ways the content and objectives of this programme match or do not match your expectations of this particular subject

5. Regarding this syllabus in Physiotherapy course, what are its:

- Strengths?

- Weaknesses?

- Opportunities?

-Threats?

6. Please suggest changes to help us improve the syllabus. What would you like to edit from the current syllabus?



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7. The examination pattern for the students is appropriate

Strongly agree Agree Disagree Strongly Disagree

8. Would you like to suggest any changes in the examination pattern?

Thank you for your valuable time for filling in this feedback form.

Name of the Teacher:

Designation:

Institute:

Date:



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APPENDIX 5:

To,

Dr.

Dated:

Subject: letter to seek feedback on curriculum

Dear Expert faculty

We at the department of physiotherapy make curriculum which has been evolving naturally for many years doing its good work. We make either major or minor curriculum change to see if the intended objectives were achieved which driven by the formal review processes. This is in turn is accomplished as a response to feedback from various reviewers

In the end it matters little what drives the introspection and feedback-seeking as long as our curriculum objectives are fulfilled to the best of our ability. Done properly, curriculum assessment actually helps to seed a culture of engagement, an ethos of conscious and intentional reflection and transformation. Ours is not the only approach, but it has proven resilient and effective so far.

Elements of the overall approach have been very successful in isolation, but taken together, we feel strongly that they enrich the teaching and learning landscape in ways that few other activities can.

Hence we request you to fill the feedback form and send it back to us via electronic media to our email address: physiotherapy@dypatil.edu

Thanking you.

Sincerely

DR SHREEVIDYA KARTHIK
FEED BACK IN CHARGE



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CURRICULUM FEEDBACK FORM—EXPERT

Name of Expert and Affiliation

Academic Year

Course

Mark only one oval.

- I BPT
- II BPT
- III BPT
- IV BPT
- I MPT
- II MPT

Subject

Mark only one oval.

- Fundamentals of Exercise Therapy
- Fundamentals of Electro-Therapy
- Electrical Agents
- Kinesiotherapeutics
- Physical Diagnosis and Therapeutic Skills
- Physiotherapy in Musculoskeletal conditions
- Physiotherapy in Neuro-sciences
- Physiotherapy in Cardiopulmonary &Integumentry conditions
- Physiotherapy in Community Health
- Applied Physiotherapy MPT I
- MPT (Cardiovascular and Pulmonary conditions)
- MPT (Sports Physiotherapy)
- MPT (Neuro-Physiotherapy)
- MPT (Musculoskeletal Physiotherapy)



MPT (Physiotherapy in Community Health)

1. This curriculum fulfills the below given criteria to its fullest

	Strongly agree	Agree	Disagree	Strongly Disagree
• Effectiveness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Efficiency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Appropriateness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Adequacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. The syllabus is appropriate according to the needs of the student for this particular subject

Strongly agree	Agree	Disagree	Strongly Disagree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. The allotment of clinics and didactic hours are appropriate according to the needs of the student for this particular subject

Strongly agree	Agree	Disagree	Strongly Disagree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Describe in what ways the content and objectives of this programme match or do not match your expectations of this particular subject

5. Regarding this syllabus in Physiotherapy course, what are its:

- Strengths?



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- Weaknesses?

- Opportunities?

-Threats?

6. Please suggest changes to help us improve the syllabus. What would you like to edit from the current syllabus?

7. The examination pattern for the students is appropriate

Strongly agree Agree Disagree Strongly Disagree

8. Would you like to suggest any changes in the examination pattern?

Thank you for your valuable time for filling in this feedback form.

Name of the Expert:
Institute:
Date:

Designation:



Patient feedback form(WARD)

Date : _____

MRD NO.: _____ AGE : _____ GENDER: _____

DIAGNOSIS: _____

NAME OF THE THERAPIST TREATING _____

Type of Treatment: Electrotherapy _____

Duration of Treatment: _____

No. of Sittings: _____

Frequency: Daily per Week- Once Twice Thrice

Kindly fill the appropriate scores for the following questions:
The scoring is as follows:

1	2	3	4	5
Strongly agree	Agree	Neither	Disagree	Strongly disagree

1. Appropriate attention given by the Therapists: _____

2. Attitude of the therapists:

a. Encouraging & Concerned _____

b. Indifferent _____

c. Arrogant _____

3. Appropriate exercise aids were used during treatment sessions _____

4. Home exercise program was advised _____

5. Home program was well explained & demonstrated _____

6. A change was found in your condition post PT. treatment _____

7. Within what duration from prescribing PT. program did you find the effects? _____

8. How do you grade the Physiotherapy treatment provided to you?

Excellent Very Good Good Satisfactory Non-satisfactory

9. You would recommend your relative / friend to take physiotherapy treatment

Yes No

Suggestion if any