

Standard Operating Procedures (SoP) for student feedback for Faculty of Allied Health Sciences

Internal Quality Assurance Cell – Faculty of Allied Health Sciences (IQAC- FAHS)



Faculty of Allied Health Sciences

General Sir John Kotelawala Defence University

Standard operating procedures (SoP) for obtaining student feedback
for faculty of Allied Health Sciences

The purpose of these SoP's is to provide a reference point for all academic staff members of FAHS on the student feedback process required for quality assurance. This guideline is based on the code of practice on student feedback issued by the university grants commission (UGC) of Sri Lanka. These guidelines reflect consensus amongst all the departments of FAHS and the key elements of good practice which ensures the maintenance of principles, confidentiality, and the quality of the student feedback process at FAHS, KDU.

These guidelines were formulated by the IQAC-2022 and was approved on the 96th (95.09 page 08) and 98th (97.09 page 07) faculty boards followed by senate approval.

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IQAC-FAHS

(2022)

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	2022
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Introduction

Student feedback is a key pillar supporting the quality of teaching and learning process in any educational institution. Feedback procedures are used to inform the teacher whether an instructional response (by the teacher) is satisfactory or not. The responsibility of responding to the feedback given by the students lies with the individual teacher.

General Guidelines

1. The term student feedback denotes direct feedback obtained from students on individual teaching practices, course organization and content and the general teaching environment.
2. The student feedback process for a particular teacher should be conducted with his/her acknowledgement and consent.
3. The student feedback should be a transparent process.
4. The feedback process should be systematic and respectful of the rights of both the students and the teacher and incorporate to maximize student participation.

Specific guidelines

1. Information should be provided for students regarding the purpose and outcomes of student feedback.
2. When collecting student feedback, the anonymity of the students must be always maintained throughout the process.
3. The questionnaire issued by the KDU (annexure 01) should be used when obtaining student feedback form the students attending physical lectures.
4. Questionnaire issued by the IQAC-FAHS (annexure 02) should be used when obtaining feedback for the lectures conducted online.
5. It is the responsibility of the individual teacher to collect feedback for the lectures he/she has conducted online.
6. No alterations should be made to the forms.

7. The questionnaire should be physically issued during the formal teaching session (when obtaining feedback for physical lectures) and students should be given sufficient time to complete it during the session.
8. It is advised that academic staff leaves the room while students are completing the questioners.

Distribution and collection and analysis of feedback forms

9. Upon the instructions of the individual teacher the management Assistant (MA) of the respective departments should issue the questionnaires and to collect them following completion.
10. MA should summarize the responses from all the questionnaires they have collected (sample is shown in annexure 03).
11. The summary sheet should be given to the individual lecturer after obtaining the signature of the HoD of the respective department.
12. Following this, the MA should file and maintain the individual questionnaires (filled feedback forms) securely.
13. It is the responsibility of the individual teacher to initiate the process of student feedback and maintaining the summary file, but not the responsibility of the MA.
14. IQAC-FAHS recommends on obtaining two sets of feedback per semester for a single module.
15. First feedback should be obtained in the middle of the semester to identify any areas that needs improvements, and the second should be obtained in the end of the semester to identify if the improvements have been made. (**Please note:** in this event the feedback analysis should be provided to the lecturer without any delay to enable him to do the necessary changes)
16. It is compulsory to take student feedback at least for one module per year for the quality assurance purpose. The individual lecturer may obtain feedback for multiple modules per year if he/she chooses.

End of guidelines

STUDENT FEEDBACK ON CLASS ROOM TEACHING & LEARNING

Faculty of Allied Health Sciences / Kotelawala Defence University

Department :		Excellent	Good	Satisfactory	Poor	Comment /NA
Content Area / Subject area :						
Teaching / Learning activities :						
Date/s :						
Duration :						
Name of Lecturer :						
1	Delivery					
1.1	Introduction to the Teaching / Learning activity					
1.2	Definition of aims & objectives of Teaching / Learning activity					
1.3	Clarity of presentation					
1.4	Audibility of presentation					
1.5	Visibility of presentation materials					
1.6	Techniques adopted to maintain interest (breaks)					
1.7	Pace(speed) of presentation					
1.8	Emphasis on key points					
1.9	Summary at the end of Teaching/ Learning activity					
1.10	Overall quality of Teaching/ Learning activity					
Comments						
2	Techniques Aids					
2.1	Handling of audio - visual materials					
2.2	Quality of audio - visual materials					
2.3	Quality of lecture handouts					
Comments						
3	Content					
3.1	Accuracy of contents					
3.2	Explanation of relevance of contents to clinical practice					
3.3	Extent of content covered during the Teaching/Learning activities					
Comments						
4	Personal Qualities					
4.1	Enthusiasm of the lecture					
4.2	Confidence of the lecture					
Comments						
5	Relationship with students					
5.1	Maintenance of eye contact					
5.2	Degree of student-lecturer interaction during presentation					
5.3	Response to questions					
5.4	Ability to retain student attention throughout Teaching / Learning activity					
5.5	Prior knowledge and understanding of the target audience					

General Comments.....

STUDENT FEEDBACK ON ONLINE TEACHING AND LEARNING

Faculty of Allied Health Sciences

General Sir John Kotelawala Defence University

COVID-19 pandemic has significantly disrupted the higher education sector across the globe. In order to continue the teaching and learning process during this challenging period, the department is offering a series of online teaching and learning sessions for you. Please take a few moments to answer the following questionnaire. Your opinion will help the staff to provide courses optimized for your needs.

Please tick (√) on the relevant cage/s.

Department:		Excellent	Good	Satisfactory	Poor	Cannot Comment/NA
Module Name & Code:						
Name of Academic Staff Member:						
Date:						
1.	Delivery					
1.1	Introduction to the teaching and learning activities					
1.2	Definition of aims & objectives of teaching and learning activities					
1.3	Clarity of presentation					
1.4	Audibility of presentation					
1.5	Visibility of presentation materials					
1.6	Techniques adopted to maintain interest (breaks)					
1.7	Pace (speed) of presentation					
1.8	Emphasis on key points					
1.9	Summary at the end of Teaching/ Learning activities					

1.10	Overall quality of Teaching/ Learning activities					
COMMENTS ON 1						
2.	Techniques Aids					
2.1	Handling of audio - visual materials					
2.2	Quality of audio materials					
2.3	Quality of visual materials					
2.4	Quality of lecture handouts					
2.5	Accessibility for learning materials					
COMMENTS ON 2						
3.	Content					
3.1	Accuracy of contents					
3.2	Explanation of relevance of contents to clinical practice					
3.3	Extent of content covered during the Teaching/Learning activities					
COMMENTS ON 3						
4.	Personal Qualities					
4.1	Enthusiasm of the lecturer					
4.2	Confidence of the lecturer					
COMMENTS ON 4						
5.	Relationship with Students					
5.1	Degree of student-lecturer interaction during presentation					

5.2	Response to questions					
5.3	Prior knowledge and understanding of the target audience					
COMMENTS ON 5						
6.	Overall Satisfaction					
COMMENTS ON 6						

General Comments.....

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