



| | |
|------------------|--|
| Document Name: | SOP for Implementation of HEC Feedback Forms |
| Document Number: | DUHS / QEC / SOP / 01 |

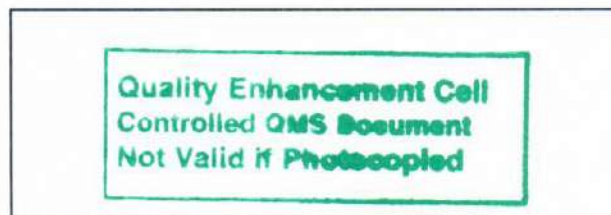
DOW UNIVERSITY OF HEALTH SCIENCES



STANDARD OPERATING PROCEDURE

IMPLEMENTATION OF HEC FEEDBACK FORMS (CLAUSE 1.1 OF ISO 9001:2008)

| | NAME | DESIGNATION | SIGNATURE | DATE |
|---------------------------|-----------------------------|----------------------------|-----------|-------------|
| PREPARED BY: | Ms. Shehla Naz | Assistant Director, QEC | | 15-Sep-2017 |
| REVIEWED BY: | Ms. Sanam Soomro | Director, QEC | | 20-Sep-2017 |
| APPROVED BY: | Prof. Dr. Saeed Quraishy | Vice Chancellor | | 21-Sep-2017 |
| REVISION NO.: | 01 | | | |
| DATE OF LAST REVISION: | 21 September, 2017 | | | |
| DATE OF ISSUE: | 23 September, 2017 | | | |





| | |
|------------------|--|
| Document Name: | SOP for Implementation of HEC Feedback Forms |
| Document Number: | DUHS / QEC / SOP / 01 |

Document Change Record

| Sr. No | DCR No. | Rev. Date | Page No. | Section No. | Description of Change |
|--------|-----------------|------------|----------|--|------------------------------------|
| 1. | DUHS/DCR/QEC/09 | 20-09-2017 | 7-8 | Section (4) 4.1 | Change in heading |
| 2. | DUHS/DCR/QEC/09 | 20-09-2017 | 8-11 | Section (4) 4.2,4.3,4.4,4.5,4.6, 4.7,4.8,4.9,4.10,4.11 | Change in Procedure |
| 3. | DUHS/DCR/QEC/09 | 20-09-2017 | 12 | Section 5, | Change in implementation |
| 4. | DUHS/DCR/QEC/09 | 20-09-2017 | 12 | Section 6 | Change in implementation |
| 5. | DUHS/DCR/QEC/09 | 20-09-2017 | 13 | Annexure -A | Feedback faculty form incorporated |
| 6. | | | | | |
| 7. | | | | | |
| 8. | | | | | |
| 9. | | | | | |
| 10. | | | | | |
| 11. | | | | | |
| 12. | | | | | |



Document Name: SOP for Implementation of HEC Feedback Forms

Document Number: DUHS / QEC / SOP / 01

TABLE OF CONTENTS

| SR. NO. | CONTENTS | PAGE NO. |
|-----------|--|-----------|
| | Distribution List | 4 |
| | Terms and Definitions | 5 |
| | List of Abbreviations | 6 |
| 1. | Purpose | 7 |
| 2. | Scope | 8 |
| 3. | Responsibility | 7 |
| 4. | Procedure | 7 |
| 4.1 | Student Course Evaluation Questionnaire | 7 |
| 4.2 | Faculty Course Review Report | 8 |
| 4.3 | Survey of Graduating Students | 8 |
| 4.4 | Research Student Progress Review Form | 8 |
| 4.5 | Faculty Survey | 9 |
| 4.6 | Survey of Department Offering PhD Programs | 9 |
| 4.7 | Alumni Survey | 9 |
| 4.8 | Employer Survey | 9 |
| 4.9 | Faculty Resume | 10 |
| 4.10 | Teacher Evaluation through Students | 10 |
| 4.11 | Teacher Evaluation through Peer & HOD | 11 |
| 5. | Related Documents | 11 |
| 6. | Related Records | 11 |




| | |
|------------------|--|
| Document Name: | SOP for Implementation of HEC Feedback Forms |
| Document Number: | DUHS / QEC / SOP / 01 |

DISTRIBUTION LIST

The following personnel are on the controlled distribution list:

- Vice Chancellor
- Quality Management Representative
- Head of Institutes and Colleges
- QMS Coordinators

| | | |
|--|------------------|--|
|  | Document Name: | SOP for Implementation of HEC Feedback Forms |
| | Document Number: | DUHS / QEC / SOP / 01 |

TERMS AND DEFINITION


| TERMS | DEFINITION |
|--------------------------|---|
| Effectiveness | Extent to which planned activities are realized and planned results achieved. |
| Efficiency | Relationship between the result achieved and the resources used. |
| Management | Coordinated activities to direct and control an organization. |
| Management System | System to establish policy and objectives and to achieve those objectives. |
| Review | Activity undertaken to determine the suitability, adequacy and effectiveness of the subject matter to achieve established objectives. |



| | |
|------------------|--|
| Document Name: | SOP for Implementation of HEC Feedback Forms |
| Document Number: | DUHS / QEC / SOP / 01 |

LIST OF ABBREVIATIONS

| | |
|------|--|
| BOS | Board of Studies |
| DOC | Document |
| DUHS | Dow University of Health Sciences |
| FM | Form |
| HEC | Higher Education Commission |
| ISO | International Organization for Standardization |
| JD | Job Description |
| MRM | Management Review Meeting |
| OC | Organization Chart |
| QEC | Quality Enhancement Cell |
| QMR | Quality Management Representative |
| QMS | Quality Management System |
| QSP | Quality System Procedure |
| SAR | Self Assessment Report |
| SOP | Standard Operating Procedure |
| VC | Vice Chancellor |
| WI | Work Instructions |

| | | |
|--|------------------|--|
|  | Document Name: | SOP for Implementation of HEC Feedback Forms |
| | Document Number: | DUHS / QEC / SOP / 01 |

1. PURPOSE:

The purpose of this procedure is to:

- Establish a structured mechanism to implement the feedback forms as prescribed by the Higher Education Commission, for all degree awarding programs being offered at the Dow University of Health Sciences.
- Facilitate the institutes / colleges to identify areas for improvement regarding satisfaction of various stakeholders of the degree awarding programs.
- Establish effective measures for the rectification of the deficiencies identified to ensure compliance with the HEC's Internal Quality Assurance mechanism.

2. SCOPE:

This procedure is applicable to all academic degree awarding programs offered at the Dow University of Health Sciences

3. RESPONSIBILITIES:

- The Head of the Institution/College is responsible for supervising the timely implementation of all applicable HEC Feedback forms (1-10), as prescribed by the HEC and attached in this policy document, under Related Records.
- Institutional Program Teams are responsible for timely implementation of all applicable HEC Feedback forms (1-10), as prescribed by the HEC. They are also responsible for intimating to the Facilitation Teams of QEC, for timely survey of feedback evaluation by the QEC, as described in this policy. In case where institutional program team members are not composed, Program Directors and/or Program Coordinators are the responsible party for implementation of HEC feedback forms.

4. PROCEDURE:


All Principals / Directors / Heads of academic institutes/colleges/ teaching departments are responsible for implementing the following feedback forms, where applicable, in coordination with Program Director / Program Coordinator and QEC, as per the procedure/ SOP defined for each below:

4.1. STUDENT COURSE EVALUATION QUESTIONNAIRE

This questionnaire is to be filled by each student at the time of course module completion in each semester.

How to Implement:

- The Course Evaluation from students should be carried out after the completion of the middle of the semester (mid-term) or towards the end of each module.
- It would be expedient to assign the responsibility of evaluations to SAR Program Team Members, in facilitation with the QEC.

| | | |
|--|------------------|--|
|  | Document Name: | SOP for Implementation of HEC Feedback Forms |
| | Document Number: | DUHS / QEC / SOP / 01 |

- In cases where a Program Team is yet to be formed, the Head of department may assign the task to the Program Director or Program Coordinator.
- The Program Team Members/Program Director or Program Coordinator will ensure that Course Evaluations are ensured for each course taught in the semester or each part of a module.
- The Evaluation Team of the Quality Enhancement Cell will select a sample from each semester/module. The sample may include high, middle and low ranked learners/students. (For a class of 60, 45 students may serve the purpose. However, the greater the sample size, the greater is the reliability)
- For example for four courses, students are divided into four groups. Each group completes review of one course.
- To observe the authenticity and validity of the evaluation process, a minimum 75 % Students must participate in the evaluation.
- If there is less than 75% sample size of students present/available for the feedback evaluation, then the activity will not be conducted by the QEC feedback evaluation team.
- Summary of the feedback evaluation will be submitted to the Head of Department
- The Feedback activity results will be shared by the Feedback Evaluation Team, while maintaining strict confidentiality, within a period of 2-4 weeks to the Department Head only.
- **Feedback obtained on course evaluations may be discussed by the HOD/Director/Principal in meetings, such as faculty meeting, Board of Studies meetings, Management Review Meeting, and remedial measures, if required, are to be undertaken and reported to QEC, before the next period of assessment.**

Note: The Course Evaluation form can be tailored as per program needs/ program outcomes.

4.2. FACULTY COURSE REVIEW REPORT

(To be filled by each teacher at the time of Course Completion, in each semester/module).


How to implement:

- The Course Evaluation from faculty should be carried out during the last two weeks of a semester or at the end of each module.
- The QEC will send a faculty course review report, through online link, to the HOD/Program Director, as assigned.
- The HOD/Program Director should call faculty for a meeting, familiarize the faculty with the form and ask faculty to fill it through online Feedback Evaluation individually, and within the prescribed feedback form.
- The faculty, when filling out the form, should consider and find areas for improvement in the course & prepare Corrective Preventive Action Plan, if any.
- The results of this activity will be submitted to HEC, for review.

Note: Teachers must have received students' Course Evaluation results before submission of the Faculty Course Review Report.

4.3. SURVEY OF GRADUATING STUDENTS

(To be filled out by graduating students in final year/ last 2 semesters, before the award of

| | | |
|---|------------------|--|
|  | Document Name: | SOP for Implementation of HEC Feedback Forms |
| | Document Number: | DUHS / QEC / SOP / 01 |

degree).

How to Implement:

- A Program Director or Coordinator will intimate to the QEC that a graduating class is available for the survey, for those in the final year or last semester, before completion of program.
- A Program Director/ Program Coordinator may be assigned to facilitate the entire process between graduating students.
- The QEC team will conduct the evaluation activity, and analyze the data. The evaluation is conducted through QEC Online Evaluation.

Note: The form can be tailored as per program needs/ program outcomes.

4.4. RESEARCH STUDENT PROGRESS REVIEW FORM

(To be filled out by Master/ M.Phil / PhD Research Students on six monthly basis)

How to Implement:

- It would be expedient to assign the responsibility of evaluations to SAR Program Team Members of the Department, with facilitation provided by the QEC. In cases, where a Program Team is yet to be formed, Head of department may assign the task to the Program Director/ Program Coordinator.
- The QEC is to be informed by the Program Directors/ Coordinators, in advance of at least one week, when research students are available for feedback.
- The feedback evaluation results will be shared with the HOD/Department of Post-Graduate Studies, who are to review the results and find areas for improvement, along with QEC.

Note: This form requires qualitative analysis.

4.5. FACULTY SURVEY

(To be submitted on annual basis by each faculty member)

How to implement:

- The HOD/Program Director is to call the faculty for a meeting, distribute the form and ask faculty to fill it.
- When the form is completed, provide the same for analysis to QEC.
- The QEC will review results and identify areas for improvement & prepare Corrective Preventive Action Plan, if any.

4.6. SURVEY OF DEPARTMENT OFFERING PhD PROGRAMS

To be filled out from EACH Department in which a Ph.D. program is offered.

How to implement:

- It would be expedient to assign the responsibility of evaluations to SAR Program Team Members with facilitation provided by the QMS Coordinators and QEC. In cases, where



| | |
|------------------|--|
| Document Name: | SOP for Implementation of HEC Feedback Forms |
| Document Number: | DUHS / QEC / SOP / 01 |

a Program Team is yet to be formed, Head of department may assign the task to the faculty members or QMS Coordinator/s.

- After analysis, review results & find areas for improvement
- Prepare Corrective Preventive Action Plan if any.

Note: This forms requires qualitative analysis

4.7. ALUMNI SURVEY

(To be filled by Alumni)

How to implement:

- The Program Director/Coordinator is to provide the email addresses of all Graduating Students and communicate to the QEC evaluation team, every year, after convocation/graduation of existing students.
- In case there is no email address on file, or email address is not updated, the Program Director/ Coordinator is to send this form to each student through mail to be filled by the student, and submitted back to the Department.
- When the QEC receives the filled forms, they will analyze the results, and identify areas for improvement.
- The QEC is to prepare a Corrective Preventive Action Plan, if any.

Note: The form can be tailored as per program needs/ program outcomes.

4.8. EMPLOYER SURVEY

(To be filled in by Employer of the Student- after the completion of each academic year)

How to implement:

- Ask each student to provide the Employer's email / postal address or use your own contacts to get it.
- Prepare an effective cover letter and post it to them or assign this task to a group of students to collect Employer feedback
- When you receive the filled forms, tabulate it & identify areas for improvement.
- Interpret the tables & prepare Corrective Preventive Action Plan if any.


Note: The form can be tailored as per program needs/ program outcomes.

4.9. FACULTY RESUME

(To be filled and updated by each faculty, mandatorily on an annual basis)

How to implement:

- It would be expedient to assign the responsibility of Faculty Resume completion to SAR Program Team Members with facilitation provided by the HOD to fill out and update the faculty resume proforma of each faculty.
- The HOD will then share faculty resume proforma with QEC, with updated information to be provided on an annual basis, with respect to all areas identified in the proforma.

| | | |
|---|------------------|--|
|  | Document Name: | SOP for Implementation of HEC Feedback Forms |
| | Document Number: | DUHS / QEC / SOP / 01 |

4.10 TEACHER EVALUATION THROUGH STUDENTS

(To be filled by the student at the end of each semester/ module)

How to implement:

- Teacher Evaluation through students should be carried out after the completion of the middle of the semester (mid-term) or towards the end of each module.
- It would be expedient to assign the responsibility of evaluations to SAR Program Team Members, in facilitation with the QEC evaluation team.
 - In cases where a Program Team is yet to be formed, the Head of department may assign the task to the Program Director or Program Coordinator only.
- Department Program Director/ Program Coordinator will inform QEC feedback team for their evaluation, in advance of at least 2 weeks before evaluation activity.
- QEC feedback team will send the Program Team Members **Annexure A**, which is related to course evaluation, to the department to enter their data, and to send it to QEC feedback team, via email or hard copy.
- The Program Team Members/Program Director or Program Coordinator will ensure that Course Evaluations are ensured for each teacher that has taught one full course, or shared a course with at least 3 weeks of classroom/instructional teaching. They will also share, through Annexure A the names of total number of faculty teaching a course in the semester, for the evaluation period defined.
- The PT member (or the faculty members assigned) will not supervise his/her own evaluation.
- Maintaining strict confidentiality, summarizing and concluding of the collected information, may be completed within a period of 2-4 weeks by QEC.
- A Summary is to be shared with HOD. Results will be conveyed to the concerned teacher by the HoD. This information may also be used at the time of consideration for best teacher award, any other awards, etc.
- In case of an unsatisfactory or adverse report (less than 50%), a personal interview by Dean/HOD with the faculty relevant member(s) is mandatory to determine appropriate action.
- Appropriate measures like teaching training programs/counseling, participation in professional development courses may be recommended to the Vice Chancellor upon any unsatisfactory/adverse reports of faculty members.
- Two consecutive adverse reports may make it liable for the VC to take appropriate action, as recommended by the QEC.

4.11. TEACHER EVALUATION THROUGH PEER & HEAD OF DEPARTMENT

- HOD Class Observation Checklist: The prescribed HOD class observation checklist is to be completed **at the beginning of the semester by the HOD/Director**, for each faculty member, during the course of active teaching, within the first two weeks of class commencement.
- The forms are to be submitted to the QEC evaluation team in hard copy.



| | |
|------------------|--|
| Document Name: | SOP for Implementation of HEC Feedback Forms |
| Document Number: | DUHS / QEC / SOP / 01 |

- **Peer Class Observation Checklist:** Peer/ class observation checklist is to be filled by at least **two (02)** peers of the faculty member, as nominated by the HOD, during the course of the semester, or once during each module.

Note: Results of all feedback forms are required to be discussed in MRM meetings, Board of Studies Meetings & Board of Faculty Meetings, in order to identify and rectify deficiencies. Any corrective actions for deficiencies will also be identified and sent to the QEC.

5. **RELATED DOCUMENTS:**

- SAR Manual, provided by HEC.

6. **RELATED RECORDS:** HEC Feedback Forms are

1. Student Course Evaluation Questionnaire
2. Faculty Course Review Report
3. Survey of Graduating Students
4. Research Student Progress Review Form
5. Faculty Survey
6. Survey of Department Offering Ph.D. Programs
7. Alumni Survey
8. Employer Survey
9. Faculty Resume
10. Teacher Evaluation Form

All these forms can be downloaded through the QEC-DUHS website:
<http://qec.duhs.edu.pk/index.php?button=qatoolkit>.

