



# MADHA DENTAL COLLEGE & HOSPITAL

(A Christian Minority Institution)

(Recognised by the Dental Council of India, New Delhi (F.No.v.12017/75/2006-DE dt.01.11.2011)  
and affiliated to the Tamil Nadu Dr. M.G.R.Medical University, Chennai)

Madha Nagar, Kundrathur, Chennai - 600 069. Ph.: 72739 01234, 72749 01234, Fax : 2478 0798  
E-Mail : info@madhadentalcollege.com Website : www.madhadentalcollege.com

Admin. Office : 1A, Chari Street, North Usman Road, T.Nagar, Chennai - 17. Ph : 2814 0212, Tele fax : 044-2814 0213

## FEEDBACK COMMITTEE STANDARD OPERATING PROCEDURE

### 1. Objective

The Feedback Committee SOP aims to establish clear guidelines and procedures for the systematic collection, analysis, and utilization of feedback from students, faculty, staff, and other stakeholders within the dental college. It outlines the roles, responsibilities, and protocols to ensure continuous improvement in the quality of education and overall college experience.

### 2. Composition of the Feedback Committee

The Feedback Committee comprises key members responsible for overseeing the feedback collection and analysis processes. Members may include:

- Chairperson of the Feedback Committee
- Faculty Representatives
- Staff Representatives

### Committee constitution:

The Feedback committee is reconstituted with the following members with effect from 02.08.2024. The committee shall be effective for three years from the aforementioned date.

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S.No	Name	Designation	Position held
1.	Dr. Nandabalan. I	Professor and Head, Department of Public Health Dentistry	Convenor
2.	Dr. Hemalatha	Reader, Department of Prosthodontics and crown and bridge	Member
3	Dr. Raj Kumar	Senior lecturer, Department of Public Health Dentistry	Member
4	Dr. Priyadharshini	Senior lecturer, Department of Prosthodontics and crown and Bridge	Member
5.	Dr. Suganthi	Senior lecturer, Department of Prosthodontics and crown and Bridge	Member

### 3. Roles and Responsibilities

#### 3.1 Convenor of the Feedback Committee

Provide leadership and direction to the Feedback Committee.

Oversee the feedback collection and analysis processes.

Report findings and recommendations to relevant committees for remedial measures

Organize committee meetings, prepares agenda, convenes meetings and records minutes of meetings.

#### 3.2 Faculty Representatives

Collaborate with the committee in designing feedback mechanisms.

Collect and analyze feedback related to academic programs and teaching methods.

Propose improvement strategies based on faculty input.

  
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### 3.3 Staff Representatives

Collect feedback from administrative and support staff members.

Identify areas for improvement in staff-related processes and services.

Collaborate with other committee members to address staff concerns.

### 4.Functions

- To obtain inputs from various stakeholders on curriculum, teaching learning methodologies and evaluation for improvement
- Analyze and provide the analysis to the concerned authorities.
- To implement the final result of feedback analysis in the curriculum system.
- To maintain an up-to-date and detailed database of the feedback
- Plan and promote a platform for interaction between all stakeholders
- Assist management in creating an environment in the college which enables students to have far-lasting memories.

### 5. Feedback Collection Methods

#### 5.1 Surveys

Design and distribute surveys to students, faculty, and staff.

Ensure the surveys cover various aspects, including academics, facilities, and support services.

#### 5.2 Focus Groups


Conduct focus group discussions with students and faculty to gather in-depth qualitative feedback.

Use a structured approach to address specific topics or concerns.

#### 5.3 Anonymous Feedback Boxes

Install physical or digital anonymous feedback boxes in strategic locations.

Encourage stakeholders to provide confidential feedback on specific issues.

  
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## 6. Feedback Analysis

### 6.1 Data Compilation

Collect and compile data from various feedback sources.

Use appropriate tools and software to manage and analyze quantitative and qualitative data.

### 6.2 Trend Analysis

Identify trends and patterns in the feedback data.

Prioritize areas that require immediate attention or improvement.

### 6.3 Reporting

Prepare comprehensive reports summarizing feedback findings.

Include recommendations for improvement and areas of excellence.

## 7. Action Planning

### 7.1 Improvement Strategies

Develop action plans based on feedback analysis.

Prioritize and implement improvement strategies in collaboration with relevant stakeholders.

### 7.2 Continuous Monitoring

Establish mechanisms for continuous monitoring of implemented changes.

Adjust strategies based on ongoing feedback and assessment.

## 8. Communication

Communicate feedback results, action plans, and improvements to all stakeholders.

Foster transparency and demonstrate the commitment to addressing concerns.

## 9. Timelines


Adhere to predefined timelines for feedback collection, analysis, and action planning.

Ensure regular updates and progress reports to stakeholders.

## 10. Schedule of Meetings

The Committee shall formally meet at the mid of the academic year to plan for the feedback action activities of the aforementioned year.

The second meeting for the academic year shall be conducted at the end of the academic year to review the feedback action activities of the institution.

  
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Meetings can be conducted formally/informally in case of emergencies and minutes of the informal meetings need not be maintained.

## 11. Evaluation

Periodically evaluate the effectiveness of the feedback processes and implemented improvements.

Make adjustments to the SOP and procedures based on evaluation results.

## 12. Review and Revision

Periodically review the SOP to ensure its relevance and effectiveness.

Revise the SOP as needed to accommodate changes in college policies or stakeholder expectations.

## 13. Approval

This SOP is approved by the college administration and will be reviewed annually or as needed.

*Lybwan*  
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