

Jagadguru Sri Shivarathreeshwara University, Mysore



# **Department of Health System Management Studies**

**FEEDBACK ANALYSIS**

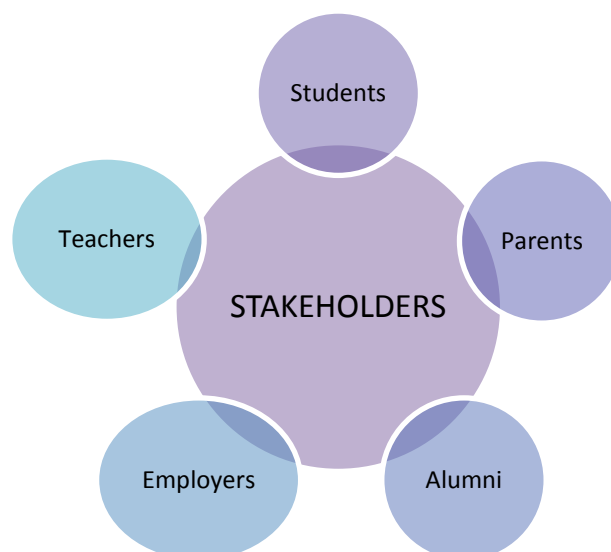
**2013-14 to 2016-17**

Self-assessment provides feedback regarding the strengths, weaknesses, opportunities and threats relevant to quality assurance within the institute. Quality assurance framework within the Department of Health System Management Studies and involves all the administrative wings. It covers from governance to implementation of policies and procedures. In this regard, IQAC provides the necessary arrangements for feedback responses from students, parents 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.



**The Feedback Mechanism**

## STAKEHOLDERS



## TYPES OF FEEDBACK :

### Student's feedback

- It involves feedback on subject teacher related to professional competencies and learning environment during class room teaching. It also collects students input on design of curriculum, services extended, incorporation of novel teaching technologies and their overall experience related to facilities and educational resources

### Alumni feedback

- The purpose of this feedback is to obtain the inputs from the alumni on the quality of the graduates from the Department . This helps us to assess the extent of attainment of the programme outcomes.

### Employers feedback

- The purpose of the feedback is to obtain the employers input on the quality of the graduates from the Department of Health System Management Studies and to assess whether the expectations of recruiters were fulfilled.

### Parents feedback

- DHSMS takes the initiative of organizing Parents-Teachers-Students meet during the induction programme .

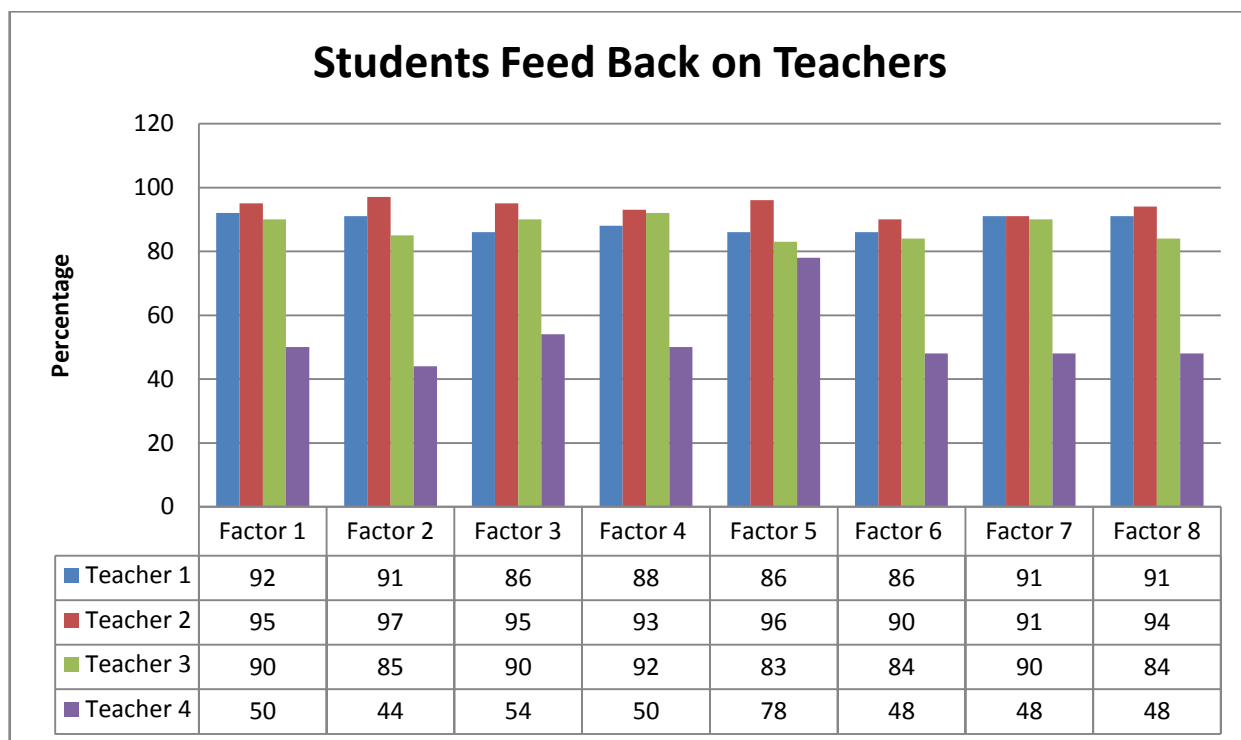
### Teachers feedback

- The purpose of the feedback is to obtain the teachers input on the overall educational environment prevalent in DHSMS. This feedback will specifically target the inputs of teachers on curriculum design, assessment patterns, research policies.

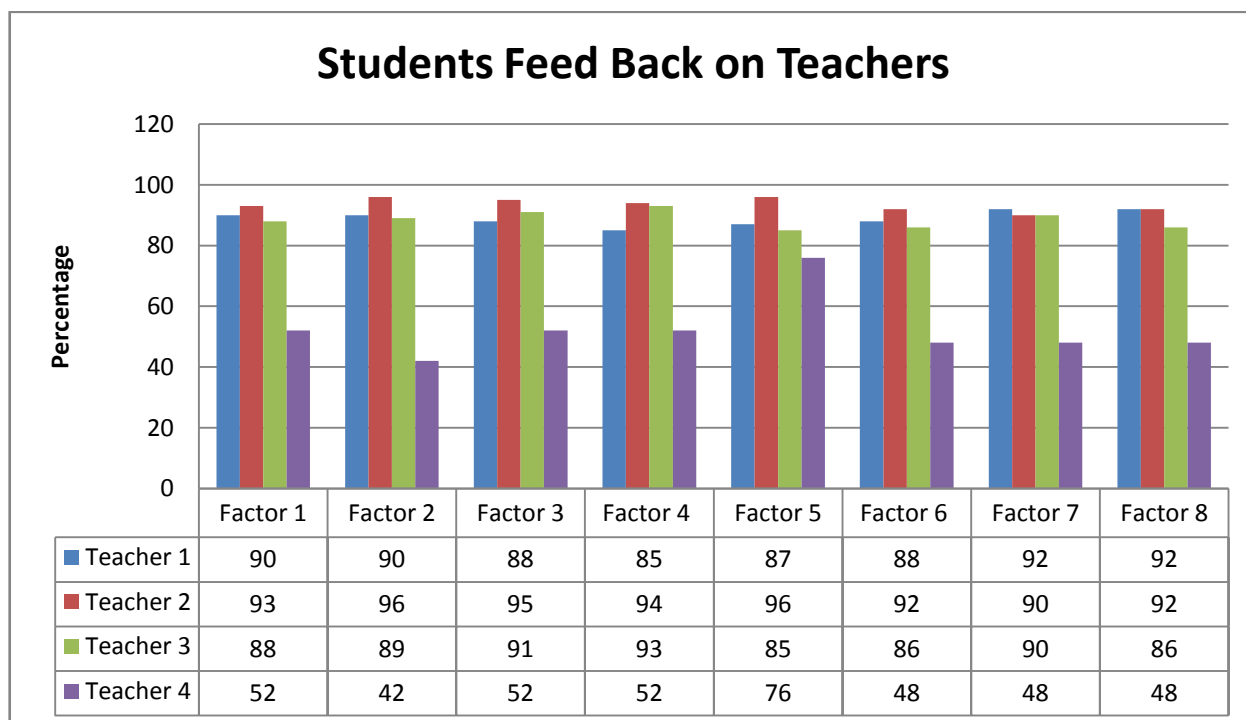
SL.NO	FEED BACK	ANALYSIS
1	Student feedback on teachers	2013-14 to 2016-17
2	Graduating students feedback	2016-17
3	Alumni feedback	2015-16(Across 4 Batches)
4	Teachers feedback on curriculum	2015-16 to 2016-17
5	Parents feedback	2015-16 to 2016-17
6	Employer feedback	2015-16

## Student feedback on teachers from 2013-14 to 2016-17

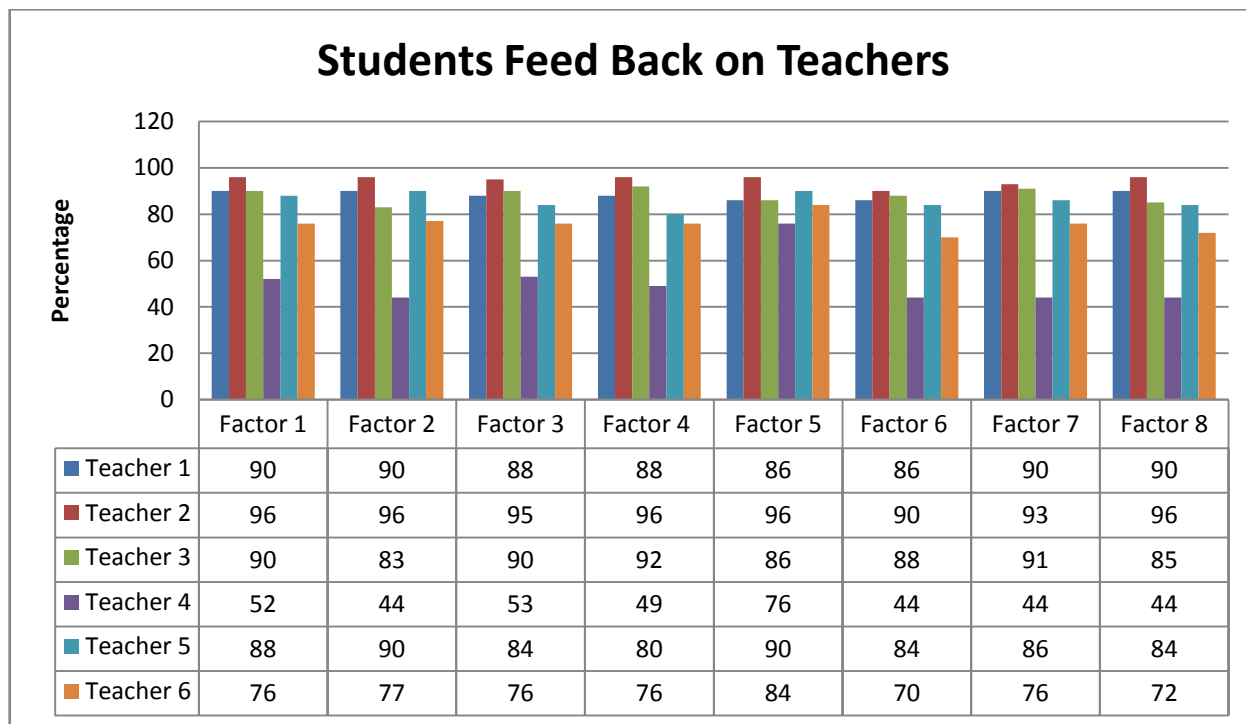
### STUDENTS FEED BACK ON TEACHERS: 2013-2014



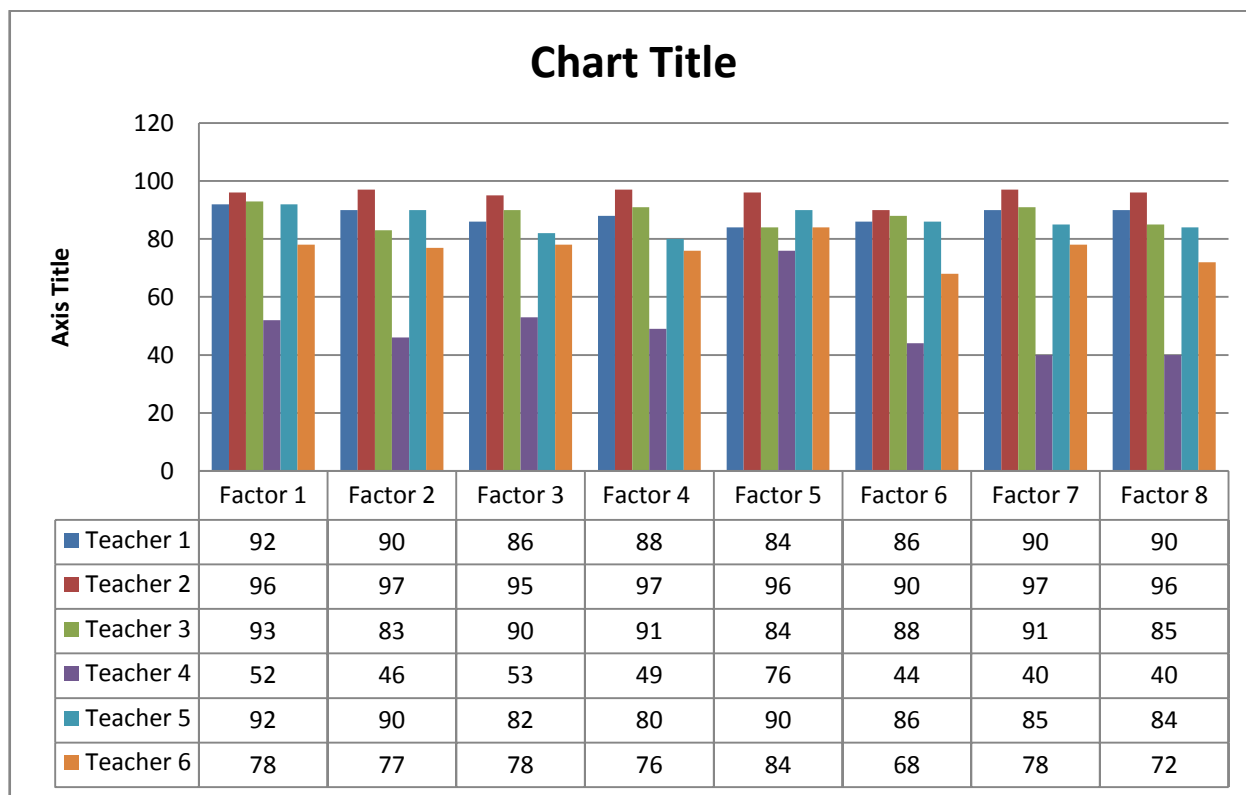
### STUDENTS FEED BACK ON TEACHERS: 2014-2015



## STUDENTS FEED BACK ON TEACHERS: 2015-2016



## STUDENTS FEED BACK ON TEACHERS: 2016-2017





**Dept. of Health System Management Studies**

**JSS UNIVERSITY**

(Established under section 3 of UGC Act, 1956)

**JSS Medical Institutions Campus, Sri Shivarathreeshwara Nagar,**

**Mysore 570015,**

**Karnataka, India**

***Accredited "A" Grade by NAAC***

Phone: +91-821-2548400; Fax No. +91-821-2548394

**ALUMNI FEEDBACK FORM**

**ESSENTIAL DETAILS**

Alumni Name			
Father's / Husband's Name			
Date of Birth (DD/MM/YY)			
Year of Passing out			
Permanent Address			
Contact No.		Mobile No.	
E-mail ID			
Present Organization			
Designation		Present Location	

S. No	Statement	Strongly agree	Agree	Some times	Disagree	Strongly disagree
1	Do you feel proud to be associated with DHSMS at JSSU as Alumni?					
2	Institute organizes various kinds of activities for overall development of students.					
3	Are you willing to contribute in the development of the Department?					
4	Department handles student's grievance properly.					
5.	Department is having facilities for student learning and practical experiences.					
6.	Is education imparted at the department useful and relevant in your present job?					

7.	Have you obtained sufficient knowledge (both in theory and hospital based learning) at DHSMS ?					
8.	Different academic initiatives taken by the department to improve enhance student learning like conferences, workshops, seminars, soft skills etc..					
9	Has the Training & Placement Cell provided ample On Campus and Off Campus placement opportunities?					
10	Do you like to join the Institute Alumni Association?					
11.	Is Institute providing good hospitality as Alumni after passing out?					
12.	Do you receive regular updates from the Institute through Mails/Calls/SMS/Message etc.?					
13.	Do you feel that the syllabus was adequate during your study and is helping you in your work?					
14.	Do you feel any Modifications have to be done in the syllabus as per the needs of the industry?					

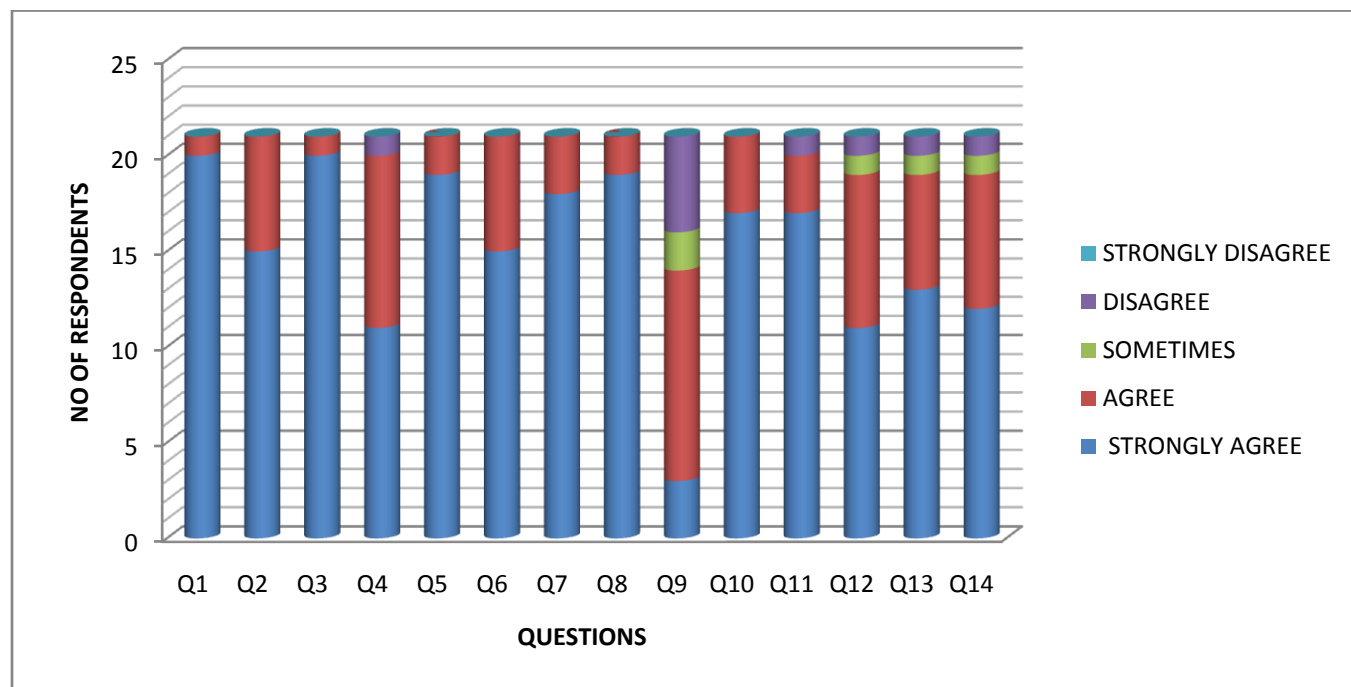
**Most Memorable moment in the institute:**

**Suggestion for improvements:**

DATE:

SIGNATURE

## ALUMNI FEED BACK ANALYSIS:



### Areas suggested for improvements by the Alumni Students of the Department:

Sl.No	Areas suggested for improvements	Action taken plan	Outcomes
1	Increase placements & campus selection	Network of the department increased through various activities and Sys Informatics and R.K. Hospitals visited the campus for selection	6+2 students were selected by R.K. Hospitals for their new set up at Bangalore
2	Outreach camps organisation	The department has increased its activities through NSS unit of the university and various outreach activities were taken up through the NSS unit	23 students participated in the various activities of the NSS unit of the Department
3	Study tour	The study tour was organized by the department and students were taken to KMC, Manipal The study tour was organized by the department and students were taken to CMC, Vellore. University sponsored the tour for the students	50 students accompanied by 2 faculty visited, KMC, Manipal 50 students accompanied by 3 faculty visited CMC, Vellore .
4	Conference Attending	Students have been taken to attend conferences both National and International	Students and faculty have been attending various conferences and presenting papers and posters at Pune, Mangalore, Bangalore, Mysore



5	Conference Organizing	Jointly with the Department of Water and Health, two International Conferences were organized by the department, where students were given responsibility in various committees.	Students understood the roles and responsibilities of managers at various levels by working in different committees.
6	Formal dress code in class	Dress code has been introduced in the class as well as in the hospital.	Students are asked to wear blazers during their hospital postings
7	Internships in corporate hospital	Students are encouraged to take up internships at various hospitals	44 students in the last 2 years have done internships and small time projects at various Hospitals
8	Research papers	Students are trained by faculty to present research papers at various conferences and also encouraged to carry out publication work	20 students have presented papers at various conferences and 7 students have published their work.

Sl. No.	Academic Activities	Number of students attended
1	Conference / Symposium	45
2	Workshop	29
3	Poster	10
4	Quiz	4
5	NSS	20



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### **Teacher's Feedback**

The purpose of the feedback is to obtain the teacher's input on the overall educational environment prevalent in Department of Health System Management Studies. We are thankful to you for being a part of our department time and again in the various activities.

We very much appreciate and are grateful to you if you can spare some of your valuable time to fill up this feedback form. It will help us to improve the Department further and make the course content better. It would also help us to train the students according to the industry needs and make them job ready.

These feedbacks specifically target the inputs of teachers on curriculum design, assessment patterns, research policies, HR policies and overall working environment.

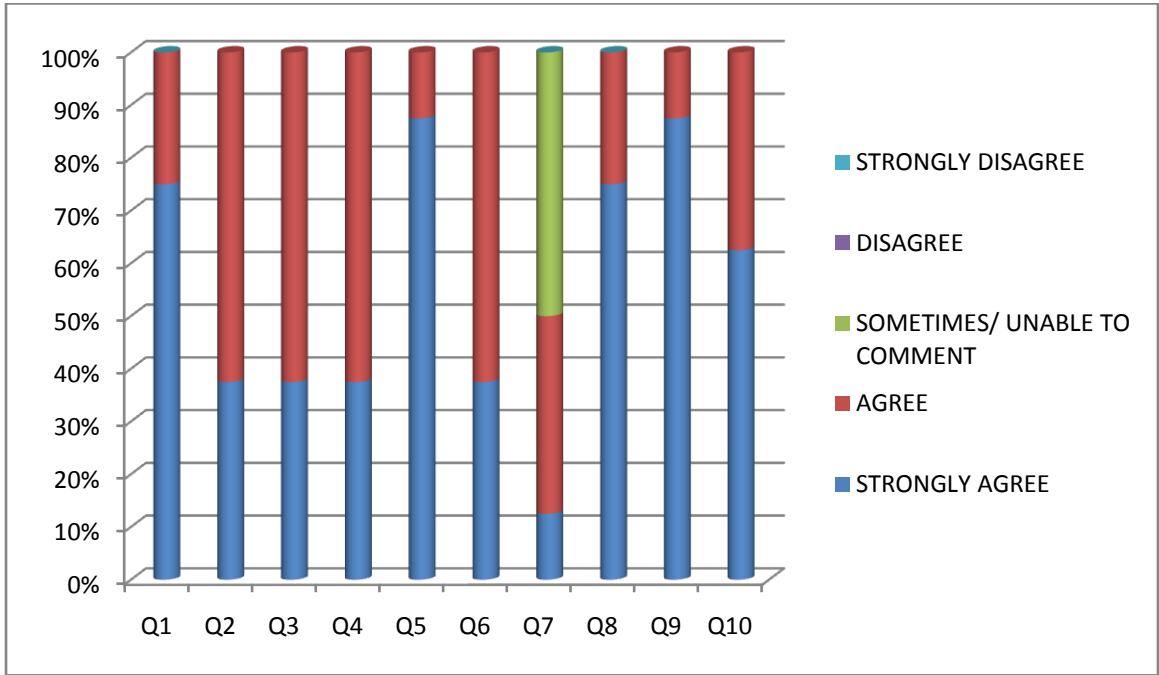
***\*Please tick mark (✓) the appropriate response.***

Sl. No	Questions	Strongly Agree (5)	Agree (4)	Sometimes/ Unable to comment (3)	Disagree (2)	Strongly Disagree (1)
1.	The design of curriculum is appropriate to cover all relevant topics for the assigned subject.					
2.	The facilities and learning resources available in institute is adequate for effective teaching.					
3.	I am satisfied with the assessment practices adopted by the institution for measuring student's performance.					
4.	The institute provides enough opportunities for personal and professional growth.					
5.	Academic and administrative staff is cordial and provided all necessary information well in advance.					
6.	The institute provides enough opportunities and encouragement for pursuing research related activities.					
7.	A transparent PBAS based increment and career advancement system is prevalent in the institution					
8.	I am aware that the university supports the students in their research activities and also in their overall development.					

9.	I find that the employees are well motivated, knowledgeable and show a positive behavior towards their profession					
10.	I am satisfied with the overall examination patterns, practices and procedures followed in the university					

**Overall Impressions/Suggestions for improvement.....**  
 .....  
 .....  
 .....

ANALYSIS OF CURRICULUM BY TEACHERS:





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**Parents Feedback Form**

Dear Parents,

We thank you for having chosen DHSMS, JSSU for your son/daughter. In an endeavor to provide world class training and teaching DHSMS is striving to upgrade its practices. In one of the steps to achieve this, we provide you with a feedback form and request you to duly fill the same. This will help us to evaluate our principles and practices in terms of strengths and weaknesses. Your time and effort will make us even better and we assure you of the best.

Thank you sir,

Coordinator

**Evaluate the institute on following criteria on the bases of your experience and tick the corresponding column**

Sr. No.	Criteria	Needs Improvement (1)	Average (2)	Above Average (3)	Good (4)	Very Good (5)
1.	Hostel Facilities					
2.	Transportation Facilities					
3.	Canteen Facilities					
4.	Library Facilities					
5.	Computer Facilities					
6.	Class Room					
7.	Internet Facilities					
8.	Campus at a Glance					
9.	Student Improvement					
10.	Faculty Quality					
11.	Results					
12.	Extra and Co-curricular Activities					
13.	Work for Society					
14.	Personality Improvement					
15.	Any other Pl. Specify					

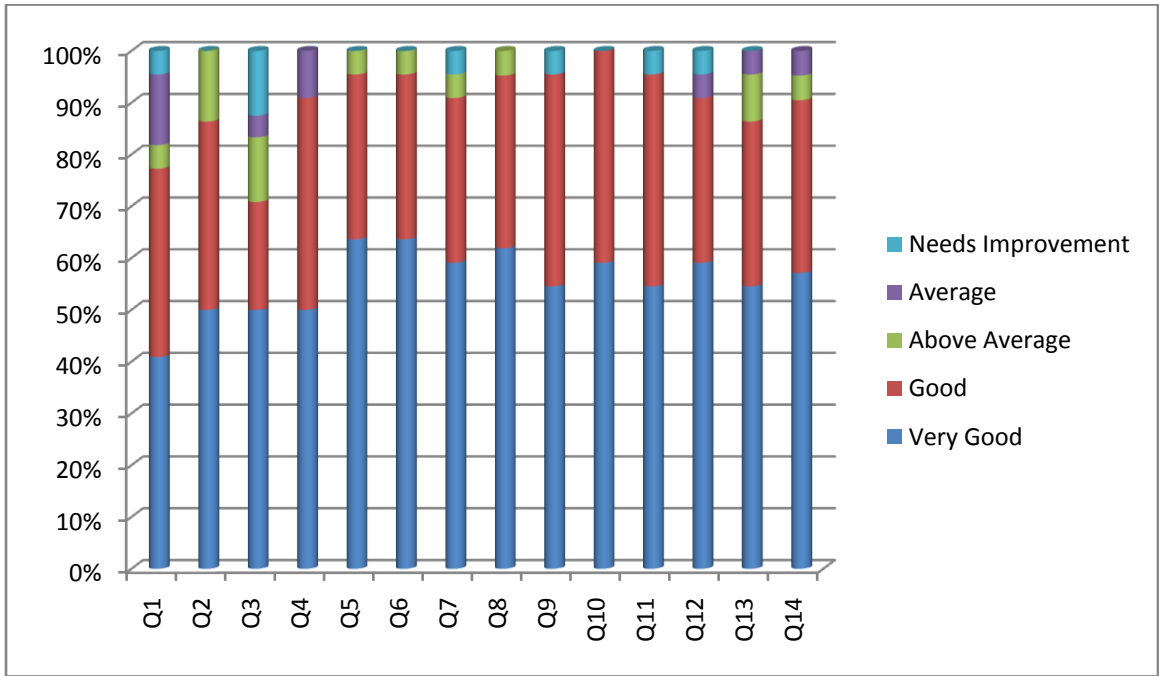
Overall, how do you rate to the Institute?

1. Extremely good      2. Good      3. Above average      4. Average      5. Needs improvement

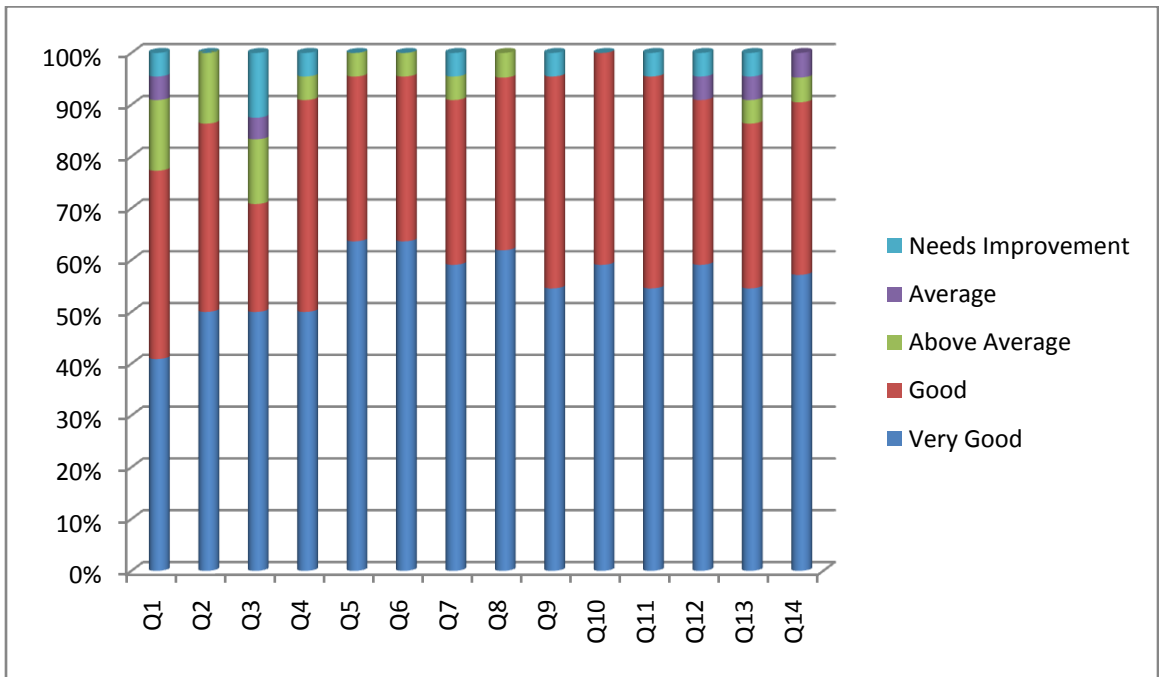
Name:

Signature:

PARENTS FEED BACK ANALYSIS: 2015-2016



PARENTS FEED BACK ANALYSIS: 2016-2017





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**Employer Feedback Form**

Post graduates of our Department are already working in your organization. We are thankful to you for providing them employment with your prestigious Organization.

We very much appreciate and are grateful to you if you can spare some of your valuable time to fill up this feedback form. It will help us to improve the Department further and give you better employees in future.

Tick (✓) the number that best describes your level of satisfaction at each question: 1 - far from satisfied, 2 - not satisfied, 3 - satisfied, 4 - happy, 5 - very happy

<b>How satisfied are you with the student's work performance in each of these areas:</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
1. General communication skills					
2. Developing practical solutions to work place problems					
3. Working as part of a team					
4. Creative in response to workplace challenges					
5. Their planning and organization skills					
6. Self-motivated and taking on appropriate level of responsibility					
7. Open to new ideas and learning new techniques					
8. Using technology and workplace equipment					
9. Ability to contribute to the goal of the organization					
10. Technical knowledge/skill					
11. Ability to manage/leadership qualities					
12. Innovativeness, creativity					
13. Relationship with seniors/peers/subordinates					
14. Involvement in social activities					
15. Ability to take up extra responsibility					
16. Obligation to work beyond schedule if required					

<b>On a scale of 1 to 5 how do you rate your overall satisfaction with DHSMS students and the curriculum?</b>				
1	2	3	4	5
If you were dissatisfied with any aspect, please comment further:				
Any other comment(s):				
Would you like to recruit more of our students?			Yes <input type="checkbox"/>	No <input type="checkbox"/>
Would you refer us to other organizations?			Yes <input type="checkbox"/>	No <input type="checkbox"/>
Please feel free to speak in confidence to our staff about any aspects of the program or students performance. If you would like staff to contact you to discuss any issues, please provide your contact number.				
Phone:				

**Name:**

**Position:**

**Organization:**

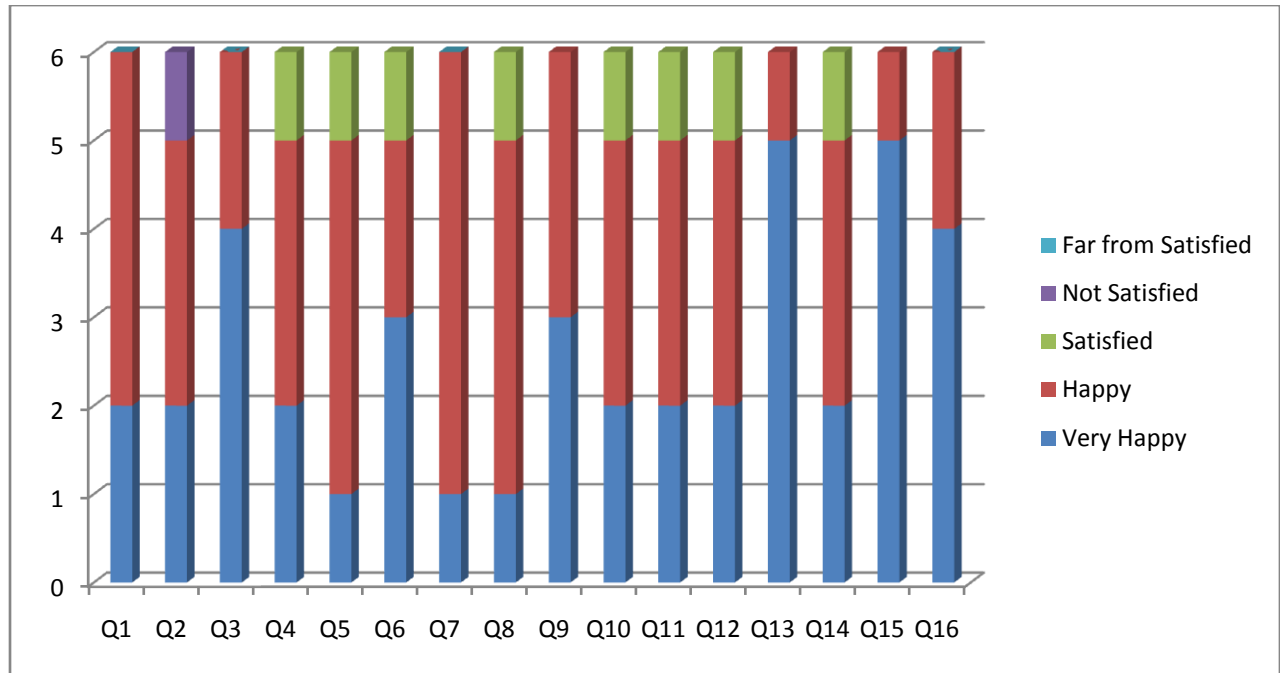
**Date:**

Please email the completed form to: [divyaraobj.dhsms@jssuni.edu.in](mailto:divyaraobj.dhsms@jssuni.edu.in)

Or post it on the following address:

**The Coordinator,**  
**Department of Health System**  
**Management Studies**  
**JSS University**  
**SS Nagar,**  
**Mysuru- 570015**  
**Ph: 9448939169( Dr. Mamatha)**  
**Ph: 9886779653( Dr.Divya)**

## EMPLOYER FEED BACK ANALYSIS:



The employers were quite satisfied , with the performance of the students at the work place and they also showed interest in recruiting and also in referring our students to other organisations





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Hospital administration Course Evaluation

Dear Students,

The purpose of the feedback is to obtain the student's input on the overall educational environment prevalent in Department of Health System Management Studies. We are thankful to you for being a part of our department time and again in the various activities. In an endeavor to provide better training and teaching at DHSMS we are striving to upgrade our practices. We request you to kindly fill in the feedback and help us to evaluate our principles and practices in terms of strengths and weaknesses.

**Name of the student:**

**Date:**

**Course:**

**1. To what extent do you feel that the curriculum developed your skills and knowledge?**

Needs Improvement ☐ Average ☐ Good ☐ Very good ☐ Excellent ☐

**2. To what extent do you feel that the design of the course was appropriate to the goals set?**

Needs Improvement ☐ Average ☐ Good ☐ Very good ☐ Excellent ☐

**3. To what extent do you feel that the teachers were able to support your learning during the course?**

Needs Improvement ☐ Average ☐ Good ☐ Very good ☐ Excellent ☐

**4. What was the overall impression of the facilities available at the campus?**

Needs Improvement ☐ Average ☐ Good ☐ Very good ☐ Excellent ☐

**5. How do you grade the hospital posting training as part of your learning?**

Needs Improvement ☐ Average ☐ Good ☐ Very good ☐ Excellent ☐

**6. How would you grade the hospital visits as part of your training?**

Needs Improvement ☐      Average ☐      Good ☐      Very good ☐      Excellent ☐

**7. What were the strengths of the course? (Give the three most important)**

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**8. Did you face any difficulties/problems during the conduct of the course? (Give the three most important)**

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**9. Any suggestions on how to improve the course? (Give the three most important)**

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**10. Additional comments, if any.**

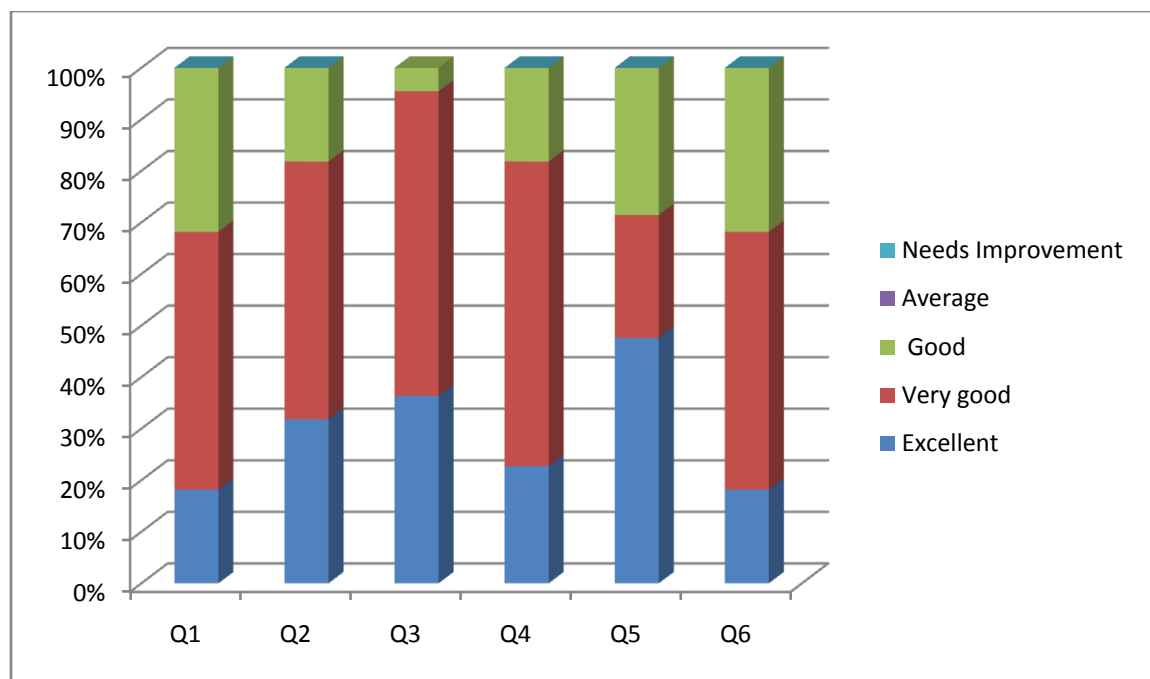
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## Hospital administration Course Evaluation 2016-2017



The following were the strengths of the department from the student perspective:

- ✓ The department helped in developing the confidence of the students and also enhanced their skills.
- ✓ The theory and the practical wise exposure to the students in the hospitals postings bridged the learning gap to a great extent.
- ✓ The library facility at the department enabled the students to perform better.
- ✓ The stress on the research component of the department, by making the students present papers and posters at various conferences built the confidence and also lead to the skill enhancement.
- ✓ The small time projects carried out at the hospitals helped the students in understanding the nuances of the areas and also administration

Difficulties faced by the students :

- Certain departments in the hospital have still not accepted the students, and students are facing difficulties in these areas.
- Improve the signage to the department

Suggestions for improvement of the department:

- Internships during semester breaks to be made compulsory for all students
- Organize more visits to other hospitals
- Syllabus revision
- Introduction of Elective courses
- Specialized PG diploma to enhance skill and job opportunities
- Introduce Night postings during the course
- Enhance Placement activities.