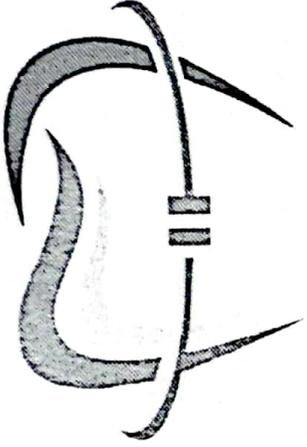


Quality Assurance Policy



**RAHBAR COLLEGE
OF DENTISTRY**


PRINCIPAL
PROF. DR. MUHAMMAD NASIR SALEEM
RAHBAR COLLEGE OF DENTISTRY

Prof. Dr. Muhammad Nasir Saleem
BDS (Hons), FCPS, MSc, ICMT,
FDS RCPSG, PhD (Scholar),
Principal
HOD Operative Dentistry,
Rahbar College of Dentistry, Lahore

No.102/RCoD/P111

Dated: 30 July 2024

To: Director Admin

Info: Medical Branch

TORs for Quality Assurance Cell (QAC)

1. **Establish Evaluation Timelines:** Develop a clear timeline for conducting program evaluations, ensuring they are carried out regularly and systematically.
2. **Curriculum Alignment:** Ensure that the curriculum adheres to established educational principles and standards.
3. **Learning Outcome Assessment:** Evaluate whether all students achieve the intended learning outcomes effectively.
4. **Development of Measurement Tools:** Create appropriate and reliable tools to collect data on the program's effectiveness.
5. **Satisfaction Assessment:** Evaluate the satisfaction levels of both students and staff regarding the educational environment.
6. **Data Collection and Analysis:** Collect and analyze data to assess the program's effectiveness. Generate reports and share findings with all relevant stakeholders, including the Principal, Heads of Departments, committees, faculty, and students.
7. **Addressing Compliance Issues:** Identify and address any areas of non-compliance with UHS/PM&DC standards for undergraduate medical education.
8. **Recommendations for Improvement:** Provide recommendations for improvement to all committees based on the evaluation results.

The Quality Assurance of RCoD comprises of two components,

- A. Academics; will be conducted by QAC

The stakeholders of academic activities within RCoD are the following:

- Faculty
- Students

Standard Operating Procedures for Clinical Audits to Ensure Quality Assurance

B. Clinical Audits; evaluation will be conducted by HOD/ Clinical coordinators

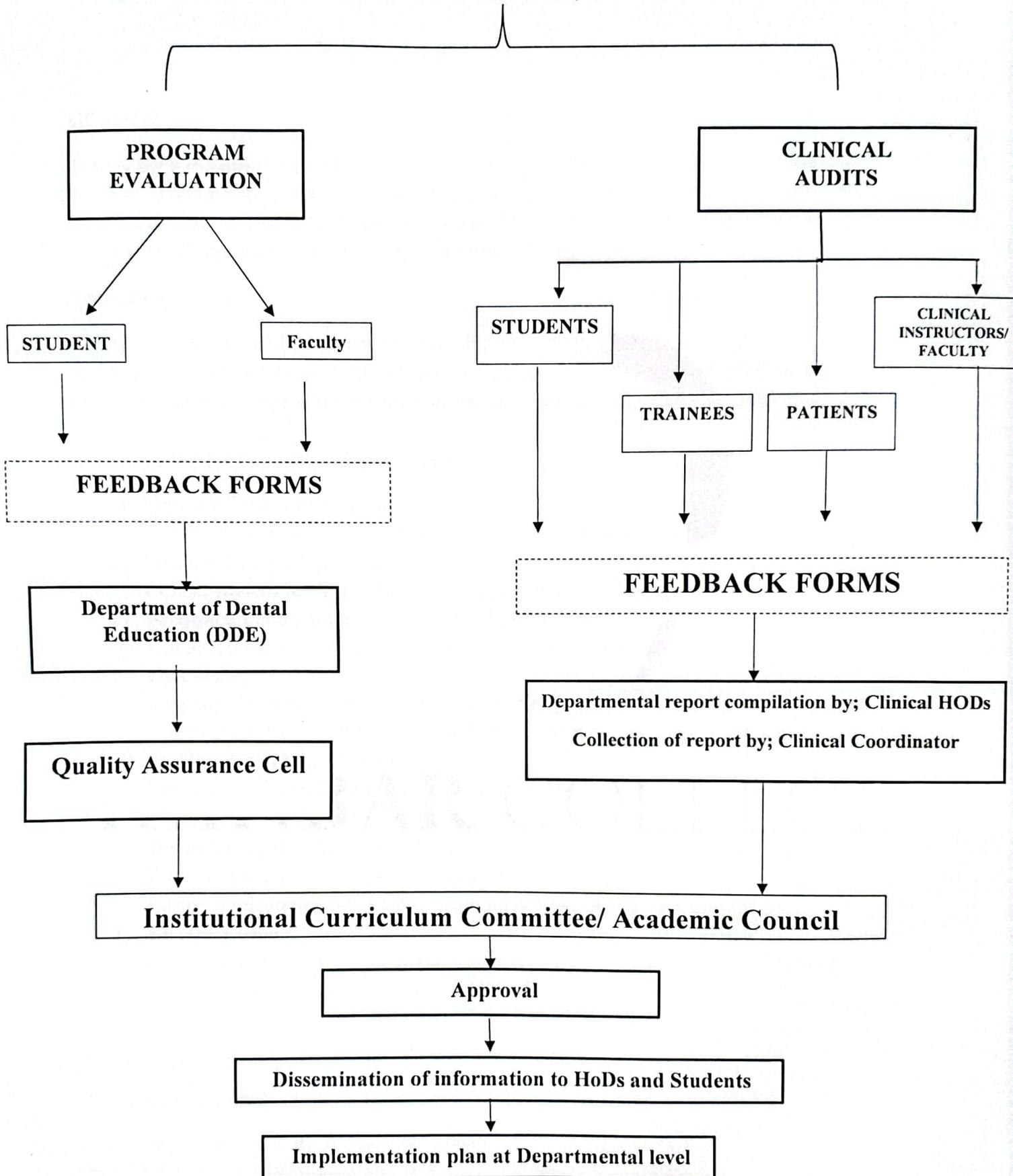
1. The stakeholders of Clinical Audits within RCoD are the following:

- Clinical Instructors/ Faculty
 - Trainees
 - Students
 - Patients
-
- A structured and comprehensive feedback form for evaluation will be distributed randomly among patients, students, clinical instructors, and trainees at regular intervals.
 - The forms will be collected and assessed to evaluate clinical quality.
 - Completed feedback forms will be submitted to the respective Clinical Heads and the Clinical Coordinator for review and analysis.
 - A summary of the feedback analysis (identified problems and suggestions for improvement) will be submitted to the Academic Council for further review and action.
 - The Academic Council will review the proposed solutions to address the issues, assess feasibility, and approve the necessary changes.
 - Approved solutions and any changes will be communicated to the Heads of Departments (HoDs), clinical instructors, and students to ensure transparency and understanding.
 - An implementation plan will be developed, including timelines, resources, and responsibilities. Faculty, students, and staff will be informed and supported during the adoption of the changes.
 - The implementation progress will be monitored, and new feedback will be collected post-implementation. Adjustments will be made as necessary to further improve quality.

Standard Operating Procedure for Quality Assurance Cell

- The Quality Assurance Cell will conduct the meetings after the declaration of every block result.
- The feedback about the course (curriculum/assessment) will be collected by the faculty and students at the end of each block.
- The teacher's evaluation by students will be conducted once a year.
- Students' feedback about clinical rotation will be conducted at the end of each rotation.
- The Quality Assurance Cell will thoroughly evaluate the recommendations derived from student and faculty feedback and will communicate them to the curriculum committee for potential curriculum revisions.
- Careful considerations will be given to feedback, both by the faculty and students in order to ensure well-informed decisions are made regarding the curriculum improvements.

Mechanism for Program Evaluation (Quality Assurance Cell)



RAHBAR COLLEGE OF DENTISTRY

SoPs of Changes in Curriculum

Objective

The purpose of changing a curriculum is to keep it relevant ensuring it reflects the latest medical advancements, meets current healthcare standards, and adequately prepares students for clinical practice and patient care. It involves integrating and addressing emerging health issues thus, continuously evolving the curriculum to stay current and effective.

Procedure

To formally initiate and document the need for curriculum changes. The Curriculum Committee drafts a proposal outlining the need and suggested changes. Obtain preliminary approval from the Curriculum Committee to move forward.

Tools Needed for Changes in Curriculum:

- a) **Teacher Evaluation Form**
Use self-assessments, student feedback and Peer reviews
- b) **Student Evaluation Form**
Collect student feedback through surveys and feedback forms
- c) **Feedback Proforma and Course Evaluation Form**
Utilize a Feedback Proforma for Faculty to document and address teaching challenges effectively.
- d) **Quality Assurance Cell (QAC)**
Leverage a Course Evaluation Form to gather detailed feedback on course structure, content, and delivery for continuous improvement.
- e) **Department of Education (DDE)**
Review evaluation Data from feedback forms and reports
Make recommendations in the curriculum
Provides expertise on curriculum-related issues
- f) **Implementing Changes**
Ensure implementation of QAC recommendations and provide resources.
Curriculum changes will be reviewed by the HoD of the concerned Department
For final approval will be submitted to the Principal RCoD

Continuous Improvement

To integrate feedback and improve the curriculum continuously.

- Keep records of all changes and updates.

Documentation: Maintain detailed records for transparency and accountability.

These SOPs will help ensure that curriculum changes are managed systematically and effectively, maintaining quality and consistency throughout the process.

Academic Feedback by students/ faculty to Quality Assurance Cell and Clinical Feedback by students/ faculty/ patients to Clinical Coordinators

Implementation of plan at departmental level

Institutional Curriculum Committee

Curricular Changes

Curriculum committee to devise a plan & disseminate information to HoDs/Clinical coordinator/Faculty/Students

The proposed amendments minuted

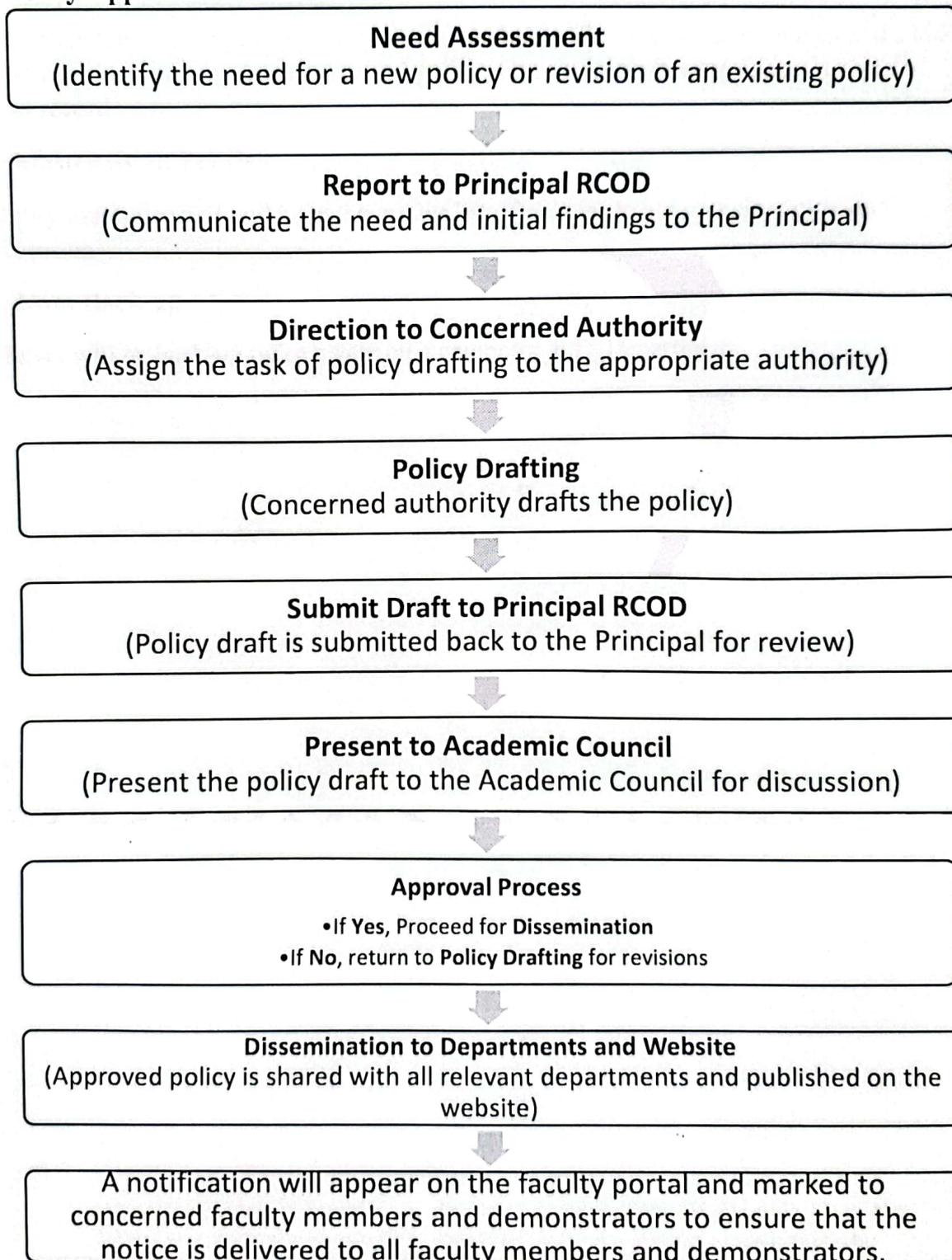
Approval of suggested changes

Academic Council

Policy for Approval and Dissemination of Policies

Purpose: To oversee the approval, amendments, and distribution of college policies, ensuring that all current policies are readily accessible to those who need them, and that outdated policies are promptly removed from circulation and use.

1. Policy Approval Flowchart



2. Amendment of policies

Amendments to policies are made by recommendation of various committees, finally approved by the academic council and disseminated after being signed by the Principal.

3. Withdrawal of outdated policies

When a policy has been amended or discontinued, the quality assurance cell removes the old policy when disseminating the new/revised policy. One copy of obsolete policy is kept for historical record

4. Master list of Policies

The quality assurance cell will keep the master list of policies to aid in their control and administration

5. Data Back-up

All policies will be back-up twice a year on a computer in IT Department.



**RAHBAR COLLEGE
OF DENTISTRY**

ACADEMIC PROGRAM

EVALUATION

FORMS RCOD



RAHBAR COLLEGE OF DENTISTRY

FEEDBACK PROFORMAS

Student Course Evaluation Questionnaire

(To be filled by each student at the time of Course Completion)

Department: _____ Course No. _____
 Course Title: _____ Teacher Name: _____
 Years of Study: _____ Semester/Term: _____

Please give us your views so that course quality can be improved. You are encouraged to be frank and constructive in your comments.

Ser.	DOMAINS	CORE QUESTIONS	STRONGLY AGREE	AGREE	UNCERTAIN	DISAGREE	STRONGLY DISAGREE
1.	Course Content & Organization	The course objective was clear					
2.		The course workload was manageable					
3.		The course was well organized(e.g. timely access to materials, notification of changes,etc)					
4.		Comments					
			<20%	21-40%	41-60%	61-80%	>81%
5.	Student Contribution	Approximate level of your own attendance during the whole course					
			STRONGLY AGREE	AGREE	UNCERTAIN	DISAGREE	STRONGLY DISAGREE
6.		I practiced actively in the course					

7.		I think I have made progress in this course					
8.		Comments					
9.	Learning Environment & Teaching Methods	I think the course was well structured to achieve the learning outcomes (good balance of lectures, tutorials, practicals etc.)					
10.		The learning & teaching methods encouraged participation					
11.		The overall environment in the class and lab was conducive to learning					
12.		Classrooms and laboratory were satisfactory					
13.		Comments					
14.	Learning Resources	Learning materials were relevant & useful					
15.		Recommended reading books etc. were relevant & appropriate					
16.		The provision of learning resources in the library was adequate & adequate					
17.		The provision of learning resources on the web was adequate & appropriate(if relevant)					
18.		Comments					
19.	Instructor/ Teaching assistance evaluation	You understood the lectures					
		The material was well organized and presented					
		The lecture was responsive to student needs and problems					
20.	Quality of Delivery	The course stimulated my interest & thoughts on the subject area					
21.		The pace of the course was appropriate					
22.		Ideas and concepts were presented clearly					
23.		Comments					
24.	Additional Core Questions	I understood the lectures					
25.		The material was well organized and presented					
26.		The instructor was responsive to student needs & problems					
27.		Had the instructor been regular throughout the course					

28.	Tutorial	The material in the tutorial was useful					
29.		I was happy with amount of work needed for tutorials					
30.		The tutor dealt effectively with my problems					
31.	Practical	The material/equipment in the practical was useful					
32.		The demonstrators dealt effectively with my problems in the lab					
33.	Assessment	Assessments were conducted according to the schedule					
34.		The environment of the assessment was satisfactory					
35.		The assessment strategies used to evaluate the learning were appropriate					
36.		Overall, I am satisfied with the quality of the assessment					
37.	Overall Evaluation	The best feature of the course was					
38.		The course could have been improved by					

EQUAL OPPORTUNITIES MONITORING(OPTIONAL)

The university does not tolerate discrimination any relevant distinction (e.g. race, age, gender) and is committed to work with diversity in a wholly positive way. Please indicate below anything in relation to this course which may run counter to this objective:

DEMOGRAPHIC INFORMATION: (OPTIONAL)

1. Full/part time study Full time Part time
2. Do you consider yourself to be disabled? Yes No
3. Domicile
4. Gender Male Female
5. Age Group Less than 22 22-29 Over 29
6. Campus Distance Learning/Collaborative



RAHBAR COLLEGE
OF DENTISTRY

FACULTY SATISFACTION SURVEY

(To be submitted on Block/Module basis by each faculty member)

The **Purpose** of this survey is to assess faculty members' satisfaction level and the effectiveness of programs in place to help them progress and excel in their profession. Write NA where not applicable.

Indicate how satisfied are you with each of the following aspects of your situation at your department?

(Marking Scale: 1-5 interpretations for a satisfaction marking scale from 1 to 4, presented as: Very Dissatisfied, Dissatisfied, Satisfied, Very Satisfied)

Name: _____ Department: _____

Gender: M/F _____ Academic Years of Experience: _____

Designation (in current Institute/College): _____

Academic Qualification: (Terminal Degree) _____

Ser.	QUESTIONS	4	3	2	1
1.	Clarity of institution's goals/mission				
2.	Communication/interaction with peers and College leadership				
3.	Interaction with students in and outside classroom				
4.	Adequacy of technological & multimedia instructional resources provided for teaching/demonstration/practical				
5.	Departmental work challenges for you to improve your performance expertise.				
6.	Research you currently do				

7.	Problem formation and solving skills				
8.	Ability to link theory to practice				
9.	Presentation skills				
10.	Independent thinking				
11.	Time management skills				
12.	Intellectual stimulation of your work				
13.	Overall climate of department				
14.	Capacity to grow professionally				
15.	Teaching you currently do.				
16.	Opportunities for research in your discipline and recognition of research accomplishment				
17.	The mentoring (guidance) available to you.				
18.	Administrative support from the department				
19.	The faculty promotion process.				
20.	Whether the department is utilizing your experience and knowledge.				
21.	Salary and compensation package.				
22.	Job security and stability at the department				
23.	Amount of time you have for yourself and family.				

01. What are the best programs / factors currently available in your department that enhance your motivation and job satisfaction?

02. Suggest programs / factors that could improve your motivation and job satisfaction?

03. Please make any additional comments or suggestions which you think would help strengthen our program for the preparation of graduates who will enter this field.

Name: _____

Signature: _____

Date: _____

Faculty COURSE EVALUATION- BLOCK -1st YEAR

Course evaluation by faculty

* Indicates required question.

1. Email *

2. Name *

3. Title *

4. Registration Number *

5. Name of Department (in case of students mention year of entry) *

5. Name of Institution *

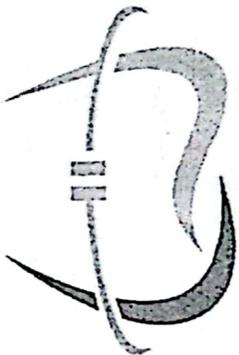
7. Observation / Impediment to training / ^{Teaching} Identified *

8. Area of observation / Impediment
(content, theme, resources, instructional strategy, timetable, implementation, assessment, logbooks, clarity of instruction etc)

*

9. Any recommended solution: *

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RAHBAR COLLEGE
OF DENTISTRY

Feedback proforma for faculty to document/address teaching challenges

Faculty Teaching Challenges Feedback Form

Instructor Information:

Name: _____ (Optional)

Department: _____

Course Taught: _____

Block/Term: _____

1. Challenges Faced

Please describe any challenges you encountered while teaching. Check all that apply, and feel free to elaborate:

- Student Engagement: _____
- Classroom Management: _____
- Technology Issues: _____
- Time Management: _____
- Assessment and Grading: _____
- Content Delivery: _____
- Support and Resources: _____
- Communication with Students: _____
- Workload: _____

Other (please specify):

2. Support and Resources

Which areas would you appreciate more support in? (Select all that apply)

- Technology training and support
- Course design assistance
- Student engagement strategies
- Assessment and grading help
- Classroom management support
- Professional development opportunities
- Access to additional resources (e.g., teaching assistants, materials)

3. Suggestions for Improvement

Please share any suggestions or recommendations for addressing the challenges you have faced:

4. Additional Comments

Do you have any other feedback, concerns, or ideas for improving teaching and learning in your department?



RAHBAR COLLEGE
OF DENTISTRY

TEACHER EVALUATION FORM

(To be filled by the student)

Course Title and Number: _____

Name of Instructor: _____

Semester _____

Department: _____

Degree _____

Use the scale to answer the following questions below and make comments

A: Strongly Agree B: Agree C: Uncertain D: Disagree E: Strongly Disagree

Instructor:

1. The Instructor is prepared for each class	A	B	C	D	E
2. The Instructor demonstrates knowledge of the subject	A	B	C	D	E
3. The Instructor has completed the whole course	A	B	C	D	E
4. The Instructor provides additional material apart from the textbook	A	B	C	D	E
5. The Instructor gives citations regarding current situations with reference to Pakistani context.	A	B	C	D	E
6. The Instructor communicates the subject matter effectively	A	B	C	D	E
7. The Instructor shows respect towards students and encourages class participation	A	B	C	D	E
8. The Instructor maintains an environment that is conducive to learning	A	B	C	D	E
9. The Instructor arrives on time	A	B	C	D	E
10. The Instructor leaves on time	A	B	C	D	E
11. The Instructor is fair in examination	A	B	C	D	E
12. The Instructor returns the graded scripts etc., in a reasonable amount of time	A	B	C	D	E
13. The Instructor was available during the specified office hours and for after class consultations	A	B	C	D	E
14. The Instructor makes effective use of audio and visual resources	A	B	C	D	E
15. The Instructor makes clear and practical demonstrations	A	B	C	D	E

16. The Instructor stimulates student participation	A	B	C	D	E
Course:					
17. The Subject matter presented in the course has increased your knowledge of the subject	A	B	C	D	E
18. The syllabus clearly states course objectives requirements, procedures and grading criteria	A	B	C	D	E
19. The course integrates theoretical course concepts with real-world applications	A	B	C	D	E
20. The assignments and exams covered the materials presented in the course	A	B	C	D	E
21. The course material is modern and updated	A	B	C	D	E

Comments:

Instructor: _____

Course: _____

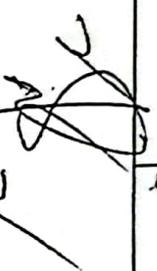
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RAHBAR COLLEGE OF DENTISTRY
DSA EVALUATION FORM



Name: _____ Department: _____

SER.	DUTIES	ASSESSMENT
1.	Personal cleanliness/adherence to uniform	
2.	Punctuality-sign in/sign out	
3.	Punctuality in Treatment Planning Seminars	
4.	Is present in clinic during designated clinical hours	
5.	Attitude & etiquettes	
6.	Performs treatment procedures as per the proper protocol	
7.	Documents appropriate patient diagnostic records including lab tests & radiographs	
8.	Charts neatly, accurately & thoroughly	
9.	Does not start treatment before approval of treatment plan from senior faculty & clinical coordinator	
10.	Follows the cross-infection protocol before, during and after procedures	
11.	Documents all treatment procedure details in patient files, makes appropriate notes	
12.	Ensures that all necessary documents, radiographs, forms are complete & attached to patients file	
13.	Gives appointment on appointment card and enters it in clinical appointment diary	
14.	Clears the dental unit after procedure	
15.	Disposal of the waste in allocated waste bins, as per the cross-infection control SOPs	
16.	Maintains high level of quality and accuracy and neatness in work performed	
17.	Maintains personal boundaries	
18.	Take breaks in allocated time only	
19.	Maintains clean and professional work area	
20.	Consistently adheres to rules, regulations, and policies of CCD & IC	
21.	Consistently adheres to individual allocated duties	
22.	Maintains cleanliness of Dental Clinic	
23.	Maintains & handles equipment in accordance with protocols	
24.	Conveys information to doctor courteously and politely	
25.	Responds to critical review in positive and respectful manner	
26.	Displays consistent skills and job performance	


Prof. Dr. Muhammad Nasir Saleem
Principal
Rahbar College of Dentistry

No. 102/RCOD/425/

Dated: 31 Oct, 2024



**RAHBAR COLLEGE
OF DENTISTRY**

CLINICAL AUDIT

FORMS RCOD



CLINIC FEEDBACK FORM FOR TRAINEES

Domains	Themes	Agree	Neutral	Disagree
Domain I Orientation to System	I feel well oriented to the clinical system			
	There is a good mix of patients, problems & clinical experiences			
	There is consensus amongst clinicians in deciding treatment plan			
Domain II Clinical Training	Patient Care system has improved my proficiency & consistency in clinical skills			
	The time allotted per rotation is sufficient for completion of clinical procedures			
	This system has improved my ability to make complete treatment planning decisions			
	I have gained confidence to work independently in clinical settings			
	The clinical quota requirements are practical and achievable.			
	This system has helped development of better communication and rapport development skills with patients.			
Domain III Management of Clinic	Clinical supervision is available for me whenever needed.			
	There is adequate availability of support staff			
	There are adequate clinical instruments & facilities			
	There is accountability for operating area including dental chair & equipment			
	There is responsibility for infection control practices			

What suggestions do you have for further improvement in Clinic?



RAHBAR COLLEGE
OF DENTISTRY

CLINIC FEEDBACK FORM FOR PATIENTS

Domains	Themes	Agree	Neutral	Disagree
Domain I Orientation to System	Process of finding assigned dental clinic was convenient & easy			
	Getting treatment done in one clinic is more convenient as compared to multiple clinical departments			
	Getting treatment done by same doctor is more convenient as compared to multiple different doctors.			
Domain II Clinical Training	I have improved confidence in the doctor within this system.			
	I am satisfied with the treatment			
	Time taken to complete clinical procedures was optimal.			
	The doctor/s performed detailed recording of case history			
	The doctor/s provided adequate explanation of treatment plan and alternate options			
	Doctor's behaviour was caring and polite			
Communication between dental team was good				
Domain III Management of Clinic	Time taken to get referred/ allotted to comprehensive care dentistry clinic is not long.			
	Planning of follow up visits by dental team is satisfactory			
	There is adequate availability of support staff			
	There is adequate cleanliness of dental chair & operating area			
	Infection control procedures in the clinic are satisfactory			

What suggestions do you have for further improvement in Clinic?

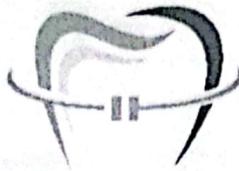


**RAHBAR COLLEGE
OF DENTISTRY**

CLINIC FEEDBACK FORM FOR CLINICAL MANAGEMENT

Domains	Themes	Agree	Neutral	Disagree
Domain I Orientation to System	Patient allotment process is uncomplicated			
	There is coordination and posting of clinical instructors			
	There is clarity in responsibilities assigned			
	I have time for research work & other academic activities			
Domain II Management of Clinic	Documentation of patient data & treatment progress is satisfactory			
	Clinical coordinator's time & manpower management is done effectively			
	Clinical instructors are working collaboratively			
	Monitoring of clinic management is done by regular faculty meetings			
	There is satisfactory billing and financial services offered by institution			
	There is effective resolution of conflicts arising from patients and dental team			
	Monitoring of adherence to infection control protocols is satisfactory.			
	There is adequate availability of instruments & facilities			

What suggestions do you have for further improvement in the clinic?



**RAHBAR COLLEGE
OF DENTISTRY**

CLINIC FEEDBACK FORM FOR CLINICAL INSTRUCTORS

Domains	Themes	Agree	Neutral	Disagree
Domain I Orientation to System	There is consensus amongst fellow clinicians in deciding treatment plan			
	Process of taking leave of absence is convenient & easy			
	I have time for research work & other academic activities			
Domain II Clinical Training	Patient Care system has improved trainees' abilities to elicit case history, arrive at diagnosis and plan treatment			
	Time taken to complete clinical procedures was within designated rotation period.			
	Quality of clinical treatment was optimal.			
	Clinical quota requirements are practical and achievable.			
	This system has helped enhancement of ability to independently manage a clinic			
	This system has helped development of better communication and rapport development skills with patients.			
Domain III Management of Clinic	Patients get improved treatment in a single window system			
	There is multi-speciality real time consultation for each patient			
	There is adequate availability of instruments & facilities			
	There is adequate adherence to cross infection protocols by trainees			

What suggestions do you have for further improvement in the clinic?



CLINICAL FEEDBACK FORM FOR STUDENTS

Domains	Themes	Agree	Neutral	Disagree
Domain I Orientation to system	I feel well oriented to clinical system.			
	There is a good mix of patients, problem & clinical experience			
	There is consensus amongst clinicians in deciding treatment plan.			
Domain II Clinical Training	Patient Care system has improved my proficiency & consistency in clinical skills.			
	Time allocated per rotation is sufficient for completion of clinical procedures.			
	This system has improved my ability to make complete treatment planning decisions.			
	I have gained confidence to work independently in clinical settings.			
	The clinical quota requirements are practical and achievable			
	Clinical supervision is available for me whenever needed.			
Domain III Managem ent of Clinic	There is adequate availability of support staff			
	There are adequate clinical instruments & facilities.			
	There is accountability for operating area including dental chair & equipment.			
	There is responsibility for infection control practices.			

What suggestions do you have for further improvement in clinic?
