



South East Asia Association for Dental Education

Peer Review and Consultation Program

There are many challenges that are common to dental institutions in the region. They include producing dental professionals of high quality that can contribute effectively to meet the manpower needs for oral health care of their nations. They need to attract and maintain a permanent pool of excellent scholars to provide this training. There is also need to develop cost-effective learning resources and support facilities and produce skilled dental graduates that possess the ability to think critically and adopt a life-long learning attitude.

The member institutions of South East Asia Association for Dental Education (SEAADE) extend beyond the geographical boundary of the region and although they may differ in their culture and language of instruction, all share a common task of providing dental education through scientific, technical and clinical instructions and practice to prepare the dental graduate for licensure and entry into practice in their own country. In the process many strive to provide quality that meets international standards in their educational and associated activities.

Periodic assessment of the educational program by independent international professional bodies contributes to quality improvement and assurance. Such assessment exercise will provide a critical review on the strengths and weaknesses of the program. Comprehensive reports received from such visits can assist administrators of dental institutions to engineer change in reducing inappropriate and unnecessary portions and justify grant applications to strengthen the program.

SEAADE as the primary regional association focussed on dental education, has established a *Peer Review and Consultation* service to assist dental institutions in the region in this process. It is envisaged that such an extended role of SEAADE will lead to progressive strengthening of the dental institutions in the region to achieve and maintain high quality standards. In addition it will enhance networking amongst dental educators in the region, improve understanding and facilitate collaboration as well as allow sharing of solutions, innovations and best practices.

A structured assessment document for self-evaluation by the institution has been developed for this purpose. This tool will be provided free to Institutional members on request and for a nominal fee to non-members. After completing the document, the institution can register interest to host an on-site visitation by 3-5 members of SEAADE's *Peer Review and Consultation Panel*. Institutional members will need only to provide travel expenses, accommodation and hospitality for the visitors. Non-members will have to bear an additional cost of consultation fee to be paid to SEAADE. The fee will be dependent on whether it is for a full dental program assessment or for specific areas of the program.

The benefits of hosting an on-site visit include:-

- i) the institution receives an independent viewpoint of their program which will be provided orally at the end of the visit
- ii) a confidential written report will be sent to the institution within three months after the visit to assist the institutional leaders in their action plan;

- iii) the institution receives credential verification by an independent body of their best practices and innovations which would be disseminated and published on SEAADE's website with prior permission from the institution;
- iv) this is a non-threatening exercise as SEAADE is not a licensing body;
- v) the visit is conducted in a spirit of mutual helpfulness and aimed to assist the institution achieve its mission and meet its challenges.

Procedure For Participation

A) Notification and Planning of Program of Visit

- 1) The Head of the Dental Institution writes to the Chairman of Peer Review and Consultation Committee to register interest to participate in the program.
- 2) The Head of the Dental Institution will be provided access to the self-assessment document on SEAADE website or in the form of a computer diskette. Kindly note that this is the property of SEAADE and not to be copied and/or distributed to other unauthorized persons.
- 3) The Head of the Dental Institution returns the duly filled document and application form for a visit by Panel members at least 2-3 months before suggested dates of visit.
- 4) There is prior agreement of specific strengths and concerns that need to be addressed by the visitors during the site visit.
- 5) An outline schedule of activities during the visit to meet the objectives of the program is drawn up and mutually agreed upon by both SEAADE Panel and Head of Dental Institution prior to the visit. The activities will normally take at least 3 days to complete. If the Institution wishes to extend the stay of visitors to contribute to the CPE program of the Institution, such activities need to be agreed upon prior to the visit.
- 6) The Head of Dental Institution agrees to host the team of visitors proposed by SEAADE and provides detailed information regarding administration of visit including airfares, accommodation, meals, local contact person who will be meeting visitors on arrival at the airport (if possible, such arrangements will be highly appreciated), essential transport arrangements and where necessary translation facilities.

B) Preparation by Institution prior to visit

- 1) The Institution on receiving the self-assessment document should organize a task force to prepare the relevant sections of the document and carry out a self-evaluation to identify its strengths and areas of concern. Plans of action to strengthen the program and address areas of concern should be included. The Head of the Institution and certain identified members of the task force will prepare an overview oral presentation to the visitors at the beginning of the visit.
- 2) The Institution need to appoint a liaison person, preferably a senior academic, to coordinate and act as the key link between the Institution and the team of visitors.
- 3) The Head of Institution and liaison person must be familiar with the schedule of activities and inform the relevant people (course coordinators, administrators, academic staff, supporting staff, students, etc) to be available according to schedule.
- 4) The Institution will identify a room for the visitors to use that is equipped with tables, chairs, computer with web access if possible, printing facilities and drinks (drinking water, coffee/tea).
- 5) The Institution will identify students/staff who will act as guides on visits to clinics, library, laboratories, hospital and other teaching-learning and research facilities.
- 6) The Institution shall make hotel reservations and ground transportation arrangements and mail such information together with any other useful information such as campus guides and city maps to the visitors in good time before the start of the visit.

- 7) The Institution shall arrange for an appropriate venue for the team to make an oral presentation towards the end of the visit. Provision of an overhead projector will assist members to illustrate their presentations. If available a LCD projector to facilitate computer projection will be useful but the Institution is not expected to rent such facility for this purpose if the equipment is not readily available. The Head of Institution shall identify and notify the audience (usually key administrative and academic officers such as heads of departments and course co-ordinators) who will be present at this presentation

C) Activities During Visit

The following schedule of activities is a general guide and will be modified accordingly with specific time allocated for each activity depending on the objectives of visit and proposal from Institution to be visited.

Day 0

1. Arrival of visitors
2. Meeting with liaison person and dean (optional) to discuss details and confirm schedule of activities
3. Private meeting of visitors
4. Dinner with Head of Dental Institution, Heads of Departments and liaison person

Day 1

1. Meeting of visitors with Vice-Chancellor/Rector of University (if available) together with Head of Dental Institution
2. Presentation by Head of Dental Institution and members of task force to provide overview of Institutions' mission, objectives, teaching, research and extra-curricular activities, facilities, innovations and best practices, areas of concern and strategic plan of action for next five years and resources to support such actions.
3. Meeting with Heads of Departments and Program Co-ordinators for discussion of:-
 - a. program evaluation and review activities (external examiners' reports and any other evaluation reports to be made available)
 - b. evaluation of student performance – techniques, frequency, feedback, promotion and graduation requirements, etc (student evaluation records to be made available)
 - c. student support systems and facilities such as academic counseling, mentoring, supporting scholarships, prizes, computer facilities, recreational facilities.
 - d. research activities, reports and publications (relevant documents to be made available such as examples of research workshops, reports, theses, journal and other forms of publications by staff and students)
4. Informal meeting over lunch with postgraduate dental dean/teachers to discuss postgraduate and continuing dental education programs and activities
5. Private meeting of visitors in designated room
6. Meeting with Heads of Departments and Course Co-ordinators/Teachers of non-dental subjects to discuss program objectives, program activities, assessment and analysis of student performance (relevant records to be made available)
7. Tour of non-dental teaching and hospital facilities with postgraduate students as guides.
8. Meeting with Head of Dental Institution, Deputy Heads and other senior officers of the Institution to discuss issues such as staff appointments, promotion and tenure policies, staff development, Institutional role in the governance of the University, interactions with external bodies such as ministry of health, dental professional organizations, interaction with other dental and non-dental institutions within the country and other countries.
9. Meeting of visitors with liaison person to discuss and confirm next days' activities.
10. Return to hotel.
11. Dinner with postgraduate students to discuss postgraduate program activities

Day 2

1. Meeting with Dental Course Co-ordinators and academic staff to discuss educational objectives of each subject/program, program activities to meet such objectives, evaluation format, tools of assessment and analysis of student performance (sample teaching and learning tools, sample questions, write-ups, log books, case reports, project reports, evaluation cards to be made available) Review of Infection Control Practice (any published documented guidelines to be made available). Review any special clinical programs such as community outreach programs, patients with special needs, tobacco cessation program, etc.
2. Tour with junior staff as guides of clinical, laboratory, teaching and research facilities, supporting facilities for staff
3. Informal lunch with junior staff (those with three years or less working experience) to discuss training and staff development programs, teaching skills, perceptions of Institutional goals, curriculum and students
4. Private meeting of visitors in designated room
5. Continued tour with students as guides to view library (meet librarian), books, journals, computer facilities, student facilities
6. Informal meeting with students (3-4 students from each year) over light refreshments to discuss students' evaluation of curriculum and teaching activities, perceived personal development and satisfaction with learning experience, students' perceived role in Institutional planning, implementation and evaluation.
7. Meeting of visitors with liaison person to discuss and confirm next days' activities.
8. Dinner – the Institution shall decide on format and identity of persons to attend to enhance links and facilitate exchanges with visitors.

Day 3

1. Private meeting of visitors in designated room
2. Oral feedback and validation of Institution's strengths and perceived opportunities for improvement.
3. Meeting with Vice-Chancellor/Rector of University (optional) to provide summary of visit and feedback
4. Visit ends and visitors depart

After the Visit

1. The Secretary of the visiting team shall prepare a written draft report with full consultation and agreement from members of the visiting team.
2. The completed draft report shall be sent to each visitor for endorsement. Should differences of opinion occur between visitors, it is the Chairperson's responsibility to resolve the different points of view and achieve a consensus or build into the report the opinion of the dissenting voice.
3. The draft report is then sent to the Head of the Dental Institution for factual correction. The Head and staff of the Dental Institution are invited to comment on the Report and the comments will be considered by the visitors prior to completing the final report.
4. The final report shall be sent to the Head of the Dental Institution.
5. The Head of the Dental institution shall acknowledge receipt of the final report and advise the Panel as to which portion of the report are to be considered strictly confidential and which information can be disseminated.
6. The Institution shall receive a Certificate from SEAADE in recognition of the enormous contribution by the Institution to promoting understanding and higher standards of dental education.