7.2.1 Two Institutional Best Practices (Year 2020-21)

1. <u>Zoho Analytics</u>

1. **Title of the Practice**
   - Zoho Analytics

2. **Objectives of the Practice**
   a) to streamline processes by use of technology
   b) to channelise and ease the workflow
   c) to minimise treatment delay and avoid patient discomfort.
   d) monitoring the workdone by students vis-a-vis their minimum quota
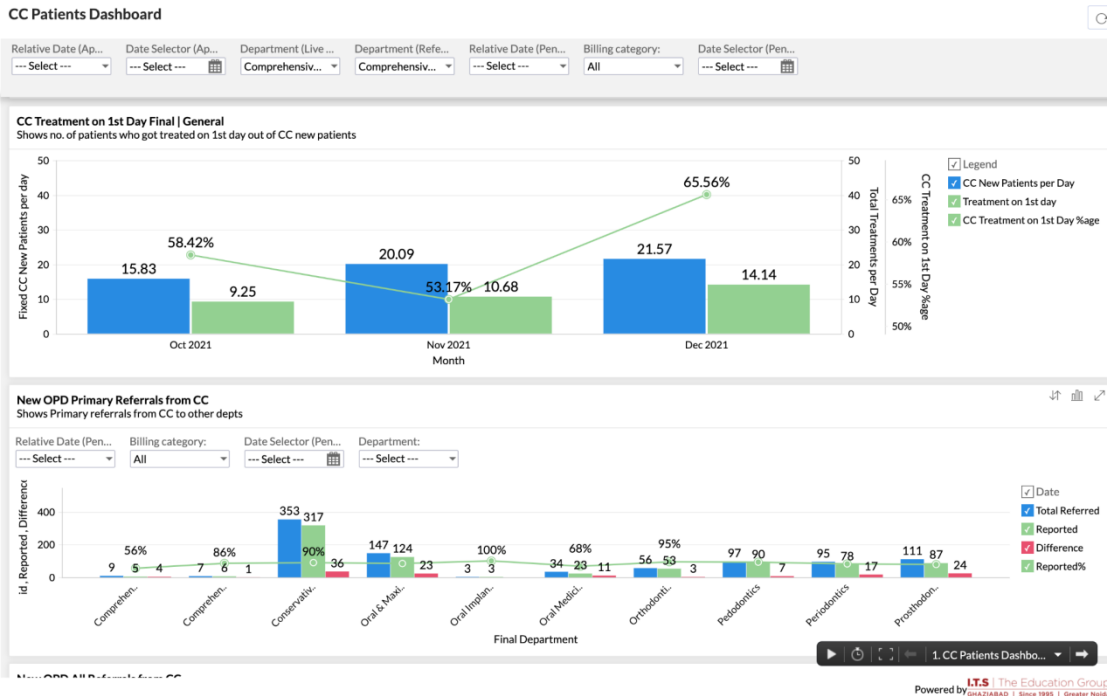
3. **The Context**
   The challenging issues:
   a. Data aggregation for analysis.
   b. Using the data collected to get meaningful analysis.
   c. Trained personnel to operate the software and train faculty in using the software.
   d. Train faculty and students to access the links and view the data.

4. **The Practice**
   a) **Real time patient flow and scheduling** - to minimize treatment delay and avoid patient discomfort. The data provides an insight into the OPD statistics, that can help predict the patient flow

   b) **Monitoring of clinical quotas for students** - clinical learning is the ultimate goal in dental sciences. Completion of designated quotas for each dental treatment is instrumental in

ensuring adequate learning. The live dashboard for monitoring the workdone by students vis-a-vis their minimum quota helps in assessing the students' progress, and also keeps the students motivated to complete their goal.

c) **Monitoring of attendance through live dashboard**: One of the key qualities that a student needs to inculcate is discipline and time management. The live dashboard for attendance helps the faculty track attendance for students in real time and also drives the students to report on time. Any student with low attendance is identified easily and counselled to be regular and punctual.

Constraints/ Limitations faced

   a) Data collection from PMS and other sources.

b) Trained person to collect and analyse data.
c) Training faculty and other staff to view and analyse the data for the corrective actions.

5. Evidence of Success

After using Zoho analytics for a few months, following observations were seen:

a) Patients satisfaction index improved owing to lesser waiting time, decreased patient re-scheduling and thus, shorter treatment time.

b) Data could be used to identify the specific days and weeks when the OPD was usually low so that efforts could be made to improve the same. This would, in turn, ensure students get adequate clinical work.

c) The regular monitoring of clinical quota helped in identifying students who were lacking behind, and needed a little encouragement to complete their quota. Also, the students' motivation level increased when they could monitor their progress in real time vis-a-vis their peers.

d) Real time monitoring of the attendance helped in maintaining adequate discipline, and the students' attendance improved over time.

6. Problems Encountered and Resources Required

Collection of master data from the PMS, License acquisition for Zoho Analytics, Hiring of Trained person for data collection and analysis. Teachers, Students, Computer operators and admin staff were trained for accessing the link and reading data from the analytics. It a gradual process from understanding how to pull desired data from the PMS, to creating meaningful graphs and charts to understanding to analyse the data from the same and implement the changes desired. However, as everyone experienced the positive change and witnessed the results, the Zoho Analytics has been well accepted in the institution.

2. <u>Self- Defense Workshop for Women</u>

1. **Title of the Practice**
   Self -defense workshop for women

2. **Objectives of the Practice**
   a) To empower women and to prepare them for self-defense
   b) To boost their confidence.

3. **The Context**
   The challenge:
   - Sexual harassment and other forms of sexual violence in public spaces, both in urban and rural settings, are an everyday occurrence for women and girls in every country around the world.
   - Women and girls experience and fear different forms of sexual violence in public spaces, from unwelcome sexual remarks and gestures, to rape and femicide. It happens on streets, in and around public transportation, schools, workplaces, public toilets, water and food distribution sites, and parks.
   - This reality reduces women's and girls' freedom of movement. It reduces their ability to participate in school, work, and public life. It limits their access to essential services and their enjoyment of cultural and recreational activities, and negatively impacts their health and well-being.

4. **The Practice**
   - I.T.S continues to promote gender equity and create awareness against sexual harassment by regular programmes. All the students undergo a special counseling session at the start of their educational program to sensitize them towards the same.
   - To further the cause, the institute has initiated a special training workshop for females for self defense. The female students and employees are taught the defensive and offensive maneuvers by trained instructors to enable them to protect themselves, in case of an emergency.
   - The workshop was organised on dated 06.02.2021 and was attended by 70 girls student participants.

5. **Evidence of Success**
   Students who attended the workshop felt confident and more secure and felt that this course better equipped them to defend themselves in case of adversity.

6. **Problems Encountered and Resources Required**
   Some of the participants initially felt a little inhibition about the workshop, but once they were a few minutes into the course, they felt motivated and participated in the workshop with full confidence.