



**MGM INSTITUTE OF HEALTH SCIENCES**  
(Deemed to be University u/s 3 of UGC Act, 1956)

**Grade 'A' Accredited by NAAC**

Sector-1, Kamothe, Navi Mumbai - 410209

Tel. No. 022-27432471, 022-27432994, Fax No. 022 - 27431094

E-mail : registrar@mgmuhs.com ; Website : [www.mgmuhs.com](http://www.mgmuhs.com)

MGM/01/A-8/2020/22

Date: 10/02/2020

**Extracts of Board of Management (BOM-46/2016) meeting dt.11/08/2016**

**Item No. 13 : To peruse and take appropriate action on curricular Feedback from different stakeholders for academic year 2015-16 prepared by University IQAC.**

**Resolution No. 13: Resolved to accept curricular Feedback from different stakeholders for academic year 2015-16 prepared by University IQAC and decided to implement action (as suggested in the report) by each Institute Head for improving the respective curriculum. [Annexure-V of BOM-46/2016]**

Registrar

**Dr. Rajesh B. Goel**

Registrar

**MGM Institute of Health Sciences**  
(Deemed University u/s 3 of UGC Act, 1956)  
Navi Mumbai- 410 209

Dr. Shashank D. Dalvi  
Vice Chancellor

**MGM INSTITUTE OF HEALTH SCIENCES**  
(DEEMED UNIVERSITY u/s 3 of UGC Act, 1956)  
KAMOTHE, NAVI MUMBAI



## MGM INSTITUTE OF HEALTH SCIENCES

(Deemed University u/s 3 of UGC Act, 1956)

**Grade 'A' Accredited by NAAC**

Sector-01, Kamothe, Navi Mumbai - 410 209

Tel 022-27432471, 022-27432994, Fax 022 - 27431094

E-mail : [registrar@mgmuhs.com](mailto:registrar@mgmuhs.com) | Website : [www.mgmuhs.com](http://www.mgmuhs.com)

### 1.4.2 Feedback Analysis and Action Taken Report of the University on feedback report 2015-16

The IQAC of the institution designs and collects feedback from its stakeholders to monitor and evaluate its performance quality on Teacher, Curriculum and Infrastructure. The feedbacks were collected from Students, Teachers, Alumni, Employers and Parents across Medical, Nursing, Physiotherapy, Biomedical Sciences, Prosthetics & Orthotics institutes.

Following the analysis of the obtained feedback, appropriate actions are taken based on the report of the Analysis. The analysis reports are then forwarded to the Board of Studies, Academic council and Board of Management for approval. Following approval, reports were uploaded on website. (As per SOP for Feedback analysis and Action Taken mentioned below)

#### **I. Action Taken Report by the University (MGMIHS) on feedback of students**

<u><b>Feedback</b></u>	<u><b>Action taken</b></u>	<u><b>Impact</b></u>	<u><b>Relevant AC minutes</b></u>
Students suggested to use simulation technique for bioassay and other short experiments for PG students.	Pharmacology- resolved to use simulation technique for bioassay and other short experiments for PG students	Improvement in understanding and learning outcomes of students in practical in Pharmacology	<a href="https://www.mgmuhs.com/NAAC/c1/1.1.2/Medical/AC%2025_1.PDF">https://www.mgmuhs.com/NAAC/c1/1.1.2/Medical/AC%2025_1.PDF</a>

  
**Dr. Rajesh B. Goel**  
 Registrar  
 MGM INSTITUTE OF HEALTH SCIENCES  
 (DEEMED UNIVERSITY u/s 3 of UGC Act, 1956)  
 NAVI MUMBAI- 410 209

  
**Dr. Shashank D. Dalvi**  
 Vice Chancellor  
 MGM INSTITUTE OF HEALTH SCIENCES  
 (DEEMED UNIVERSITY u/s 3 of UGC Act, 1956)  
 KAMOTHE, NAVI MUMBAI



# MGM INSTITUTE OF HEALTH SCIENCES

(Deemed University u/s 3 of UGC Act, 1956)

**Grade 'A' Accredited by NAAC**

Sector-01, Kamothe, Navi Mumbai - 410 209


Tel 022-27432471, 022-27432994, Fax 022 - 27431094

E-mail : [registrar@mgmuhs.com](mailto:registrar@mgmuhs.com) | Website : [www.mgmuhs.com](http://www.mgmuhs.com)

## II Action Taken Report by University on Feedback from Teachers

<u>Feedback</u>	<u>Action taken</u>	<u>Impact</u>	<u>Relevant AC minutes</u>
Medical Faculty suggested to include "Problem case discussion" from 2nd MBBS	Newer teaching learning method of "Problem case discussion" to be included from 2nd MBBS students at the end of theory/practicals	Students performance in exams and application in clinical cases has improved	<a href="https://www.mgmuhs.com/NAAC/c1/1.1.2/Medical/AC%2025.1.1.PDF">https://www.mgmuhs.com/NAAC/c1/1.1.2/Medical/AC%2025.1.1.PDF</a>

  
**Dr. Rajesh B. Goel**  
 Registrar  
 MGM INSTITUTE OF HEALTH SCIENCES  
 (DEEMED UNIVERSITY u/s 3 of UGC Act, 1956)  
 NAVI MUMBAI- 410 209

  
**Dr. Shashank D. Dalvi**  
 Vice Chancellor  
 MGM INSTITUTE OF HEALTH SCIENCES  
 (DEEMED UNIVERSITY u/s 3 of UGC Act, 1956)  
 KAMOTHE, NAVI MUMBAI



# MGM INSTITUTE OF HEALTH SCIENCES

(Deemed University u/s 3 of UGC Act, 1956)

**Grade 'A' Accredited by NAAC**

Sector-01, Kamothe, Navi Mumbai - 410 209

Tel 022-27432471, 022-27432994, Fax 022 - 27431094

E-mail : [registrar@mgmuhs.com](mailto:registrar@mgmuhs.com) | Website : [www.mgmuhs.com](http://www.mgmuhs.com)

## III Action Taken Report on Feedback from Alumni

Feedback	Action taken	Impact	Relevant AC minutes
Alumni for Pharmacology suggested to include the simulation techniques for UG students for demonstration of short experiment like miotic/mydriatic, feeding, blood withdrawal technique	It was resolved through Academic council to adopt the simulation techniques for UG students for demonstration of short experiment like miotic/mydriatic, feeding, blood withdrawal technique	It helped in increased understanding by students of the experiments in Pharmacology of MBBS program	<a href="https://www.mgmuhs.com/NAAC/c1/1.1.2/Medical/AC%2025.1_1.PDF">https://www.mgmuhs.com/NAAC/c1/1.1.2/Medical/AC%2025.1_1.PDF</a>

  
**Dr. Rajesh B. Goel**  
 Registrar  
 MGM INSTITUTE OF HEALTH SCIENCES  
 (DEEMED UNIVERSITY u/s 3 of UGC Act, 1956)  
 NAVI MUMBAI- 410 209

  
**Dr. Shashank D. Dalvi**  
 Vice Chancellor  
 MGM INSTITUTE OF HEALTH SCIENCES  
 (DEEMED UNIVERSITY u/s 3 of UGC Act, 1956)  
 KAMOTHE, NAVI MUMBAI



## MGM INSTITUTE OF HEALTH SCIENCES

(Deemed University u/s 3 of UGC Act, 1956)

**Grade 'A' Accredited by NAAC**

Sector-01, Kamothe, Navi Mumbai - 410 209


Tel 022-27432471, 022-27432994, Fax 022 - 27431094

E-mail : [registrar@mgmuhs.com](mailto:registrar@mgmuhs.com) | Website : [www.mgmuhs.com](http://www.mgmuhs.com)

### IV Action taken Report on Feedback from Parents

<u>Feedback Received</u>	<u>Action taken</u>	<u>Impact</u>	<u>Relevant AC minutes</u>
Suggested have Revision lectures for students before betterment exams	Increased number of Remedial lectures for slow learners	Improvement in performance of students and results.	<a href="https://www.mgmuhs.com/NAAC/c1/1.4.2/AC-min/AC-26_1-Pharmac-Practicals,-Bioethics,-remedial-lectures.PDF">https://www.mgmuhs.com/NAAC/c1/1.4.2/AC-min/AC-26_1-Pharmac-Practicals,-Bioethics,-remedial-lectures.PDF</a>

  
**Dr. Rajesh B. Goel**  
Registrar  
MGM INSTITUTE OF HEALTH SCIENCES  
(DEEMED UNIVERSITY u/s 3 of UGC Act, 1956)  
NAVI MUMBAI- 410 209

  
**Dr. Shashank D. Dalvi**  
Vice Chancellor  
MGM INSTITUTE OF HEALTH SCIENCES  
(DEEMED UNIVERSITY u/s 3 of UGC Act, 1956)  
KAMOTHE, NAVI MUMBAI



## MGM INSTITUTE OF HEALTH SCIENCES

(Deemed University u/s of UGC Act, 1956)

Grade 'A' Accredited by NAAC

Sector-01, Kamothe, Navi Mumbai - 410 209

Tel 022-27432471, 022-27432994, Fax 022 - 27431094

E-mail : [registrar@mgmuhhs.com](mailto:registrar@mgmuhhs.com) | Website : [www.mgmuhhs.com](http://www.mgmuhhs.com)

# Standard Operating Procedure - Feedback Analysis and Action Taken by MGMIHS

## Introduction

Feedback is an essential part of effective learning. Feedback received from beneficiaries like students, faculty, employers, alumni, professionals and parents on the curriculum, infrastructure, teaching learning techniques and evaluation methods, will help enhance the curriculum, ensure that best educational practice are adopted and fair distribution of resource is undertaken for effective delivery of the same. Feedback is valuable information that will be used to make important decisions.

## Role of Feedback Committee:

- **Source of feedback:** Feedback will be invited from students, faculty, employers, alumni, professionals and parents on the curriculum, infrastructure, evaluation methods and teaching learning techniques
- **Methods to obtain feedback:** Digital Forms/ Manual form/email
- **Frequency of feedback:** Feedback will be sought biannually from students and once a year from teachers. Feedback will be sought randomly from alumni, employers and professionals.
- **Analysis:** Analyze feedback obtained
- Concerned committee will submit the feedback analysis to Head of Department. Based on feedback analysis, means to enhance curriculum, teaching and learning processes and research will be suggested.
- Provide advice to any committee or organisational element within Institution, academic aspects of any issue which is highlighted in the feedback.
- Action taken Report will be prepared and presented by the Head of Department to Board of Studies and concerned higher authorities.
- Suggested revisions will be implemented and reviewed in order to monitor progress towards achieving academic goals.



## MGM INSTITUTE OF HEALTH SCIENCES

(Deemed University u/s of UGC Act, 1956)

**Grade 'A' Accredited by NAAC**

Sector-01, Kamothe, Navi Mumbai - 410 209

Tel 022-27432471, 022-27432994, Fax 022 - 27431094

E-mail : [registrar@mgmuhhs.com](mailto:registrar@mgmuhhs.com) | Website : [www.mgmuhhs.com](http://www.mgmuhhs.com)

### Committee Members:

Sr. No	Members of Committee
1	Chairman, Head of the Institute
2	Member Secretary, Faculty
3	Member, Faculty
4	Member, Faculty
5	Student Representative (M)
6	Student Representative (F)

### Protocols

<b>SOP 1</b>	Preparation of Feedback forms for Students, faculty, Alumni, Employers and Parents
<b>SOP 2</b>	Collecting the feedback
<b>SOP 3</b>	Analysis of the Feedback
<b>SOP 4</b>	Action Taken Report by Board of Management

### Work Flow

Preparation of Feedback forms for Students, faculty, Alumini, Employers and Parents



Timely collection of feedback



Approved by the Chairman of the committee



Analysis of the feedback obtained



Preparation of analysis reports



Submission of analysis report to HOD



Action Taken Report presented in Academic council/IQAC and submitted to Board of Management for further action



## MGM INSTITUTE OF HEALTH SCIENCES

(Deemed University u/s 3 of UGC Act, 1956)

Grade 'A' Accredited by NAAC

Sector-01, Kamothe, Navi Mumbai - 410 209

Tel 022-27432471, 022-27432994, Fax 022 - 27431094

E-mail : [registrar@mgmuhhs.com](mailto:registrar@mgmuhhs.com) | Website : [www.mgmuhhs.com](http://www.mgmuhhs.com)

### SOP 1

**Purpose:** Preparation of Feedback forms for Students, faculty, Alumini, Employers and Parents

**Responsibility:** Chairman, Feedback Committee

**Procedure:** The feedback forms are prepared based on a multi-centric approach aimed at obtaining reviews on various aspects of the curriculum.

### SOP 2

**Purpose:** Collecting the feedback

**Responsibility:** Class Coordinators, Member Secretary and Members

**Procedure:** Feedback forms are given to the coordinator. Feedback is obtained from each batch of students twice a year. Faculty feedback on the curriculum is obtained once a year. Feedback from Alumini and employers is obtained through emails and meetings.

### SOP 3

**Purpose:** Analysis of the Feedback

**Responsibility:** Member Secretary and Members

**Procedure:** Feedback obtained is analyzed and pie charts are prepared. After the entire analysis, a report is prepared.

### SOP 4

**Purpose:** Action Taken Report

**Responsibility:** Chairman, Feedback Committee

**Procedure:** Following the analysis of the obtained feedback, appropriate actions are taken based on the report of the Analysis. The analysis reports are then forwarded to the Board of Studies, Academic council and Board of Management for approval. Following approval, reports will be uploaded on website.

  
**Dr. Rajesh B. Goel**  
 Registrar  
 MGM INSTITUTE OF HEALTH SCIENCES  
 (DEEMED UNIVERSITY u/s 3 of UGC Act, 1956)  
 NAVI MUMBAI- 410 209

  
**Dr. Shashank D. Dalvi**  
 Vice Chancellor  
 MGM INSTITUTE OF HEALTH SCIENCES  
 (DEEMED UNIVERSITY u/s 3 of UGC Act, 1956)  
 KAMOTHE, NAVI MUMBAI