



**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-8/2020/20

Date: 10/02/2020

**Extracts of Board of Management (BOM-55/2018) meeting dt.27/11/2018**

**Item No. 22 of BOM-55/2018: To peruse and take appropriate action on curricular Feedback from different stakeholders for academic year 2017-18 prepared by University IQAC.**

**Resolution No. 22 of BOM-55/2018:** Resolved to accept curricular Feedback from different stakeholders for academic year 2017-18 prepared by University IQAC and decided to implement action (as suggested in the report) by each Institute Head for improving the respective curriculum. (Annexure-76)

Registrar  
**Dr. Rajesh B. Goel**  
Registrar

**MGM Institute of Health Sciences**  
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Navi Mumbai- 410 209

**Dr. Shashank D. Dalvi**  
Vice Chancellor  
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### 1.4.2 Feedback Analysis and Action Taken Report of the University on feedback report 2017-18

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**

<b><u>Feedback</u></b>	<b><u>Action taken</u></b>	<b><u>Impact</u></b>	<b><u>Relevant AC minutes</u></b>
PG students requested to be permitted to have Pharmaceutical industry visits during their course of study	It was resolved to permit 2 <sup>nd</sup> year MD Pharmacology students' elective visit to Pharma industries/CRO/ research organizations for training as approved in academic council	PG students are having wider exposure to pharma sector, better placement opportunities	<a href="https://www.mgmuhs.com/NAAC/c1/1.4.2/AC-min/AC-28_MD-Pharmac.PDF">https://www.mgmuhs.com/NAAC/c1/1.4.2/AC-min/AC-28_MD-Pharmac.PDF</a>

Allied health sciences Students suggested to have some online additional short term courses on Medical Parasitology, Research design and art of scientific writing.	The suggestion were welcomed and through academic council it was resolved to approve MOOC courses on Medical Parasitology, Research design and art of scientific writing	This allowed students to have the opportunity to enroll and enhance their knowledge on relevant topics	<a href="https://www.mgmuhs.com/NAAC/c1/1.1.2/Medical/AC%2029_1.PDF">https://www.mgmuhs.com/NAAC/c1/1.1.2/Medical/AC%2029_1.PDF</a>
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### 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>
Nursing teachers suggested to delete routine and non-significant diagnostic procedure from proposed system wise diagnostics , radiology and imaging procedures list	It was resolved to delete routine and non-significant diagnostic procedure from proposed system wise diagnostics , radiology and imaging procedures list through academic council.	This helped in lowering the burden of topics on MSc NPCC Nursing students and they were able to concentrate more on the core subjects.	<a href="https://www.mgmuhs.com/NAAC/c1/1.1.2/Nursing/AC%2029%201.PDF">https://www.mgmuhs.com/NAAC/c1/1.1.2/Nursing/AC%2029 1.PDF</a>
Faculties suggested To discuss /to consider CBCS semester wise pattern for the existing 7 B.Sc. Allied Health Science courses (AT/OT, DT, PT,CCT,MIT, MLT and Optometry)	University implemented CBCS pattern of syllabus thereby making it compulsory to do clinical postings along with regular lecture series	Improvement in Professionalism, Skills and learning outcomes.	<a href="https://www.mgmuhs.com/NAAC/c1/1.2.1cbcs/AC%2028-CBCS%20BSc%20all%20Courses.pdf">https://www.mgmuhs.com/NAAC/c1/1.2.1cbcs/AC%2028-CBCS%20BSc%20all%20Courses.pdf</a>

  
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## III Action taken Report by University on Feedback from Employers

Feed Back	Action Taken	Impact	Relevant AC minutes
Employers from Medical Industry suggested to start new postgraduate courses like Masters in Optometry and Masters in Cardiac care technology	It was unanimously accept by both the campus to start above propose M.Sc. allied courses under CBCS (M.Sc. Medical Radiology & Imaging Technology, M.Sc. Cardiac Care Technology & M. Optometry)	There was a good response from the students and alumni for these courses, as there was easy employability.	<a href="https://www.mgmuhs.com/NAAC/c1/1.1.2/BioSci/AC%2029_1.PDF">https://www.mgmuhs.com/NAAC/c1/1.1.2/BioSci/AC%2029_1.PDF</a>

  
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## IV Action Taken Report on Feedback from Alumni

<u>Feedback</u>	<u>Action taken</u>	<u>Impact</u>	<u>Relevant AC minutes</u>
Suggestion from Alumni to have a foundation course in 1st MBBS.	Through academic council, it was resolved to implement six days foundation course in 1 <sup>st</sup> sem and 2 <sup>nd</sup> sem of 1 <sup>st</sup> MBBS	This helped the students to get a better understanding of the program in the beginning of the course.	<a href="https://www.mgmuhs.com/NAAC/c1/1.1.2/Medical/AC%2031_1.PDF">https://www.mgmuhs.com/NAAC/c1/1.1.2/Medical/AC%2031_1.PDF</a>

  
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# 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.



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### 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



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### 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.

  
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