



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 ; Website : www.mgmuhs.com

Internal Quality Assurance Cell

An online University IQAC meeting for Criterion 1 – Feedback, was held on 18/02/2021 from 11.00am to 12.30pm in the Conference Hall, 3rd Floor, MGMIHS, Navi Mumbai.

Members Present:

Sr. No.	Name of the Member	Designation
1.	Dr. Rita M. Khadkikar	University IQAC Coordinator, MGMIHS
2.	Dr. Bhavana Junagade	University IQAC Member, MGMIHS
3.	Dr. Swati Shiradkar	IQAC Coordinator Aurangabad Campus
4.	Dr. Rajesh Kadam	Dy. Registrar, MGMIHS, Aurangabad
5.	Dr. Kavita More	IQAC Coordinator – MGM Medical College, Navi Mumbai
6.	Dr. Samir Pachpute	Criteria I in-charge - MGM Medical College, Navi Mumbai
7.	Dr. Shrutika Parab	IQAC Coordinator – MGM School of Physiotherapy, Navi Mumbai
8.	Dr. Bela Agarwal	Criteria I in-charge - MGM MGM School of Physiotherapy, Navi Mumbai
9.	Dr. Rucha Pradhan	Criteria I in-charge - MGM MGM School of Physiotherapy, Navi Mumbai
10.	Dr. Junneshwar Bidve	IQAC Coordinator & Criteria I in-charge – MGM MGM School of Physiotherapy, Aurangabad
11.	Dr. Bhalchandra Kharsade	Criteria I in-charge - MGM MGM School of Physiotherapy, Aurangabad
12.	Dr. Himanshnu Gupta	IQAC Coordinator – MGM School of Biomedical Sciences, Navi Mumbai
13.	Ms. Supriya Pawar	Criteria I in-charge - MGM MGM School of Biomedical Sciences, Navi Mumbai
14.	Dr. R. Dase	IQAC Coordinator – MGM School of Biomedical Sciences, Aurangabad
15.	Dr. Susan Jacob	IQAC Coordinator & Criteria I in-charge – MGM College of Nursing, Navi Mumbai
16.	Mr. Subhashish Paikray	IQAC Coordinator – MGM Institute's University Department of Prosthetics & Orthotics, Navi Mumbai
17.	Ms. Deepshikha Raut	Criteria I in-charge - MGM Institute's University Department of Prosthetics & Orthotics, Navi Mumbai
Other Members attended the meeting		
18.	Mrs. Anna Hina Thomas	MGM College of Nursing, Navi Mumbai
19.	Mrs. Gayathri Kutty	MGM College of Nursing, Navi Mumbai
20.	Mr. Vikas Utekar	MGM School of Biomedical Sciences, Navi Mumbai



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The following members showed their inability to attend the meeting

Sr. No.	Name of the Member	Designation
1	Dr. Gautam Shroff	Criteria I in-charge - MGM Medical College, Aurangabad

Agenda for IQAC meeting for Criterion I

1. Importance of feedback from various stakeholders.
2. SOP for feedback.
 - a) Feedback process.
 - b) Frequency of feedback.
 - c) Role of University.
 - d) Role of Institute IQAC.
 - e) Role of Institutional Feedback in-charge.
3. Feedback forms for stakeholders.
4. Steps for sharing the Google forms with the institutes.
5. Any other suggestion / query for discussion.

University IQAC Coordinator, Dr. Rita Khadkikar welcomed all the members in the meeting. She introduced attendees to the topic and agenda of the meeting in brief and handed over to University IQAC Member, Dr. Bhavana Junagade. She presented and spoke on following points

Item No 1. - Importance of feedback from various stakeholders.

Discussion: Feedback Analysis – Integral and important in quality assurance. Need of common systematic approach in feedback system. Standard action protocols can be made throughout the University for improvement in the quality of Academic and Non-academic aspects. The feedback system is also integral part of Accreditation Process under Criteria 1 (Key indicator-1.4) of NAAC – Health Sciences Manual for University. It was discussed how IQAC is at the centre of Feedback system.

The point was unanimously accepted

Item No 2a. - SOP for feedback.

Discussion: **Stake holders** – Following are stakeholders from whom Feedback should be collected.

1. Students, 2. Faculty, 3. Professionals*, 4. Alumni, 5. Employer, 6. Professionals*, 7. Parents, 8. Non-teaching Staff, 9. Patients, 10. Vendors and suppliers.



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Professionals* - **Examiners**, invited guest speakers and other invitees for expert committees, external members for Board of studies (BOS)/Academic council (AC)

Feedback Process

- Standardized approved feedback forms and schedule will be provided to Institutional IQAC coordinator from University IQAC.
- At Institutional level there will be a designated In-charge for Feedback.
- It will be responsibility of this In-charge to take feedback from all the stake holders as per schedule.
- There will be a separate email id created by each Institutional IQAC dedicated to feedback.
- Institution feedback In-charge will then analyse these feedbacks and make a report.
- After discussion with the Institutional IQAC coordinator and Head of the institute, decision will be taken for action to be taken.
- After the action is taken, an action taken report will be made by Institution feedback In-charge.
- Through Institutional IQAC coordinator and with signature of Head of the institute this ATR will then be submitted to University IQAC.
- University IQAC will Compile and submit ATRs of all Institutes to Academic Council.

The Process was noted and accepted by all attendees.

Item No 2b. - Frequency of feedback. -

Discussion: All student related feedback forms are to be collected 6 monthly. All other feedbacks are to be collected once a year.

The point was noted and accepted by all attendees.

Item No 2c. - Role of University IQAC

Discussion: Role is as follows

- To prepare required feedback forms
- To provide print and digital formats of these forms to Institution IQAC
- To Provide yearly schedule of feedback system to Institution IQAC
- To collect ATRs from all institutes and submit them to Academic Council
- To provide guidance to Institution IQAC
- To review feedback system from time to time and make necessary changes after considering suggestions from all institutional coordinators
- To include ATR in Annual report
- To upload approved feedback SOP on Website
- To upload feedback formats, ATR and Annual report on website

This was noted and accepted by all attendees.



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Item No 2d. - Role of Institution IQAC (Under Supervision of Head of Institute)

Discussion: Role is as follows

- To generate Dedicated Email Id for feedback system and convey it to University IQAC
- To appoint a person as Institutional Feedback In-charge with approval of Head of Institute.
- To prepare feedback calendar each year and give it to Institution Feedback In-charge with approval from Head of Institute.
 - **E.g. For Student UG Academic feedback to be taken 6 monthly** – Feedback can be collected in August and February for terms starting in July, except for 1st term. For February feedback can preferably taken after terminal / University exam depending on curricular pattern.
- Supervise duties of Institutional Feedback In-charge, Guide when necessary and see for timely implementation.
- Hold meetings with Institutional Feedback In-charge and Head of Institute for discussion of Feedback analysis and ATR.

This was noted and accepted by all attendees.

Item No 2e. - Role of Institutional Feedback In-charge

Discussion: Role is as follows

- Follow yearly feedback calendar provided by Institutional IQAC
- To make sure that feedback is obtained from all stakeholders in required number (i.e. All students and Faculty, At least 100 of other stake holders)
- Timely Analysis of feedback (Within 15 days). Help from IT department can be taken for analysis of digital format.
- Timely decision for required action through discussion of feedback analysis with Institution IQAC Coordinator and Head of Institute in a meeting
- Keeping minutes of meetings
- Implementation of Actions decided in meeting
- Preparation of ATR
- Timely submission of ATR to University IQAC with approval of Institutional IQAC Coordinator and Head of Institute. (Within 15 days of implementation of required action but not more than 1 month after feedback analysis)

This was noted and accepted by all attendees.

Item No 3. - Feedback forms for stakeholders.

Discussion: It was mentioned that the following feedback forms are available in both formats – print and digital. It was informed that these will be later shared with Institutes and forms for other stakeholders will be prepared shortly.

1. Student UG & PG Academic – Curriculum
2. Student UG & PG Academic – Faculty



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3. Student UG & PG Non Academic – Campus
4. Student UG & PG Non Academic – Hostel & Mess
5. Faculty
6. Professional (Examiner)
7. Alumni
8. Employer

This was noted and accepted by all attendees.

Item No 4. – Steps for sharing the Google forms with the institutes.

Discussion: These following steps are needed so that ownership of Google form can be transferred to respective Institute solely. The steps are as follows

1. Feedback Prepared by IQAC mail (Feedback mail).
2. Add 8 institutes as collaborators (Separate Feedback mail).
3. Each institute opens Google Drive.
4. Makes a copy of the feedback form received from IQAC.
6. Rename the copy. Open the copy form and adds himself as collaborator.
7. Make himself the owner.
8. Later removes the owners name (IQAC). Make link for distribution.

It was mentioned that University IQAC will help Institutes in this process on transfer of ownership of the forms. The institutes were given authority to do the process independently using these steps which will be shared. It was discussed that the Institutes can suggest modifications in the forms even after they are in use for the purpose of updating but they have to get approval from University IQAC.

This was noted and accepted by all attendees.

Item No 5. - Any other suggestion / query for discussion.

Discussion: Meeting was then opened for discussion. On request by Dr. Swati Shiradkar, one google form PDF was shown to attendees. There were few suggestions, like reducing number of questions by Dr. Swati Shiradkar, use of simple language for easier understanding by students by Dr. Susan Jacob. It was discussed that University IQAC will share the forms for their inputs before finalizing. The timeline given for inputs was till 22.2.2021. It was discussed that only after finalization forms will be uploaded on website. Similar process can be done by Institutes to update their Institutional website for feedback process. It came up in discussion that length of forms is ok as it is Google form to be filled only twice a year. Also it was suggested that students can be guided to understand questions if they come across any difficulty. During summarization it was reinforced that Institutes have to submit name of Feedback In-charge, a dedicated Feedback email ID and yearly calendar by 22.2.2021.

This was noted and accepted by all attendees.



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MGM/IQAC/2021/41

Date: 05/03/2021

IQAC MGMIHS has scheduled a meeting on Thursday, 18th Feb, 2021 at 11.00am for IQAC co-ordinators & Criterion I incharges of all the 8 constituent institutes of MGMIHS.

Sr. No.	Agenda	Action Taken
1	SOP for feedback. Feedback process. Frequency of feedback. Role of University. Role of Institute IQAC. Role of Institutional Feedback incharge.	The institutes have created an email id and password exclusively for the feedback process. All the interactions between the University and the Institute with respect to feedback take place through the specified email id. All the feedback forms were shared with the respective feedback incharges. They were made the editors and the University IQAC withdrew the ownership. The forms were edited as per the requirement of the institution and forwarded to all the stakeholders. A calendar for feedback was received from every institute.
2	Feedback forms for stakeholders.	All the feedback forms were made online on the Institutional website in the IQAC tab. https://www.mgmuhs.com/IQAC.html
3	Steps for sharing the Google forms with the institutes.	An SOP was shared for making the institutes the editors and owners of the online feedback forms. Dr. Bhavna Junagade guided and supported the feedback incharges regarding the steps for sharing the Google forms.

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University IQAC Co-ordinator
MGMIHS

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Dr. Shashank Dalvi
Vice Chancellor
MGMIHS

Dr. Shashank D. Dalvi
Vice Chancellor
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Item No 6. – Presentation by Dr. Rita Khadkikar

Discussion: University IQAC Coordinator, Dr. Rita Khadkikar then presented few points from AAA committee suggestions which were relevant for feedback system, ATRs and Outcome analysis. A template was projected to show outcome analysis of the initiatives undertaken by the IQACs with a few examples. It was pointed out by Dr. Sameer Pachpute that the timely ATRs are very significant part for this system to work efficiently. It was suggested that University IQAC should even provide a common format for ATR submission. DR. Rita Khadkikar mentioned that the template shown for outcome analysis and shared in presentation can be used as format for ATR submission..It was discussed that ATRs of different stakeholders should be kept separate and if due to type of action to be taken the ATR can't be made in given time line then University IQAC should be informed about the same.

This was noted and accepted by all attendees.

**Dr. Rita Khadkikar
University IQAC Co-ordinator
MGMIHS**

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**Dr. Shashank Dalvi
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