Criterion I-Curricular Aspects

1.4 Feedback System

1.4.2 Feedback process of the institution

Action Taken Report of the University

2020-21

Swami Rama Himalayan University
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Stakeholders Feedback Analysis
(2020-21)

1. Preface:

To ensure that our curriculum remains innovative and relevant, the Swami Rama Himalayan University has initiated a feedback process involving all academic units, across its various schools and colleges.

The purpose is to gather inputs from various stakeholders involved in the system such as students, academicians, alumni, employers, and other professionals from different fields. The feedback on curriculum thus helps us gain an insight and better understanding of the strengths and weaknesses of our curriculum. The gaps identified during the process guides us towards making relevant changes in our course content its delivery, the grading systems, infrastructure and facilities.

The feedback process is meticulously analysed by each course and its faculty members. The key areas that emerge from the feedbacks are then compiled and presented before the Academic Council for further action. The action taken report thus becomes a valuable guide to bring about the necessary changes in the curriculum.

2. Objectives of Curriculum Feedback

- The primary objective of curriculum feedback is to gather information on the effectiveness of the existing curriculum that meets academic requirements and is in line with the institution's goals and objectives.

- The feedback from the internal and external stakeholders, ensures that the curriculum is aligned with current industry needs and prepares students for the demands of the job market.

- Feedback allows for the identification of areas where the curriculum may need to be more flexible or adaptable to accommodate changes in technology, industry trends, or educational methodologies.

- Curriculum feedback can help assess how well the curriculum addresses issues of inclusivity, diversity, ethics and professionalism.

- The feedback obtained facilitates the development and implementation of a dynamic

educational curriculum that places a strategic emphasis on enhancing students' employability, fostering entrepreneurial mindset, and cultivating a comprehensive skill set.
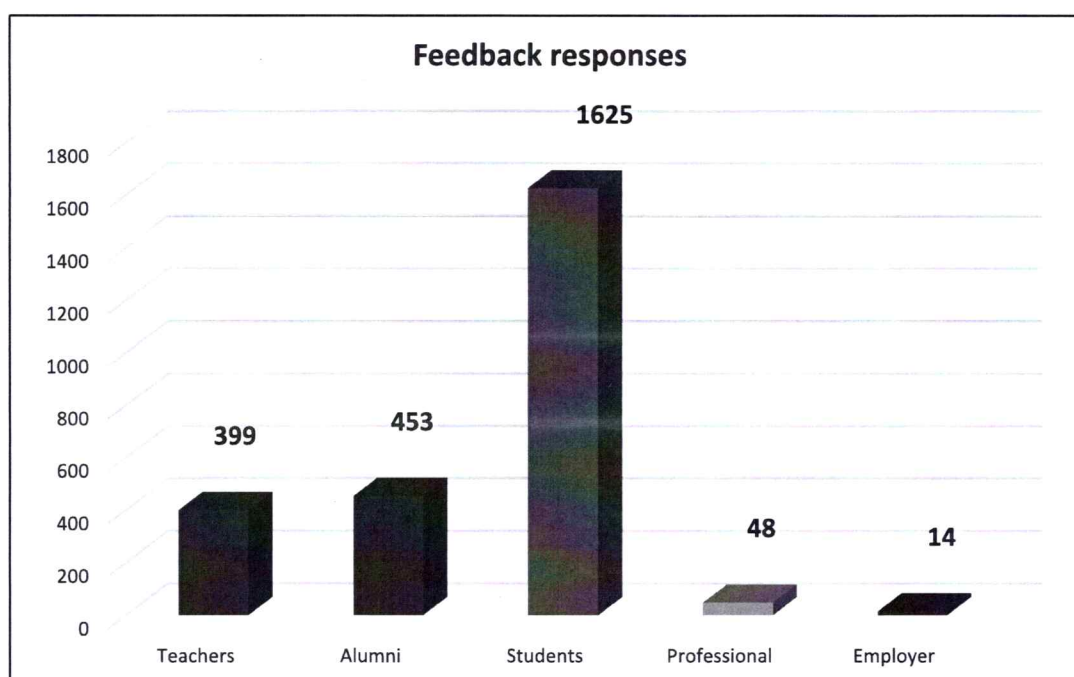
3. Summary of Curriculum Feedback Concept

The curriculum feedback at SRHU is an ongoing process wherein inputs from key stakeholders are actively sought and incorporated into the curriculum. The feedback from our key stakeholders, including students, alumni, teachers, professionals, and employers helps us identify the gaps between academia and industry, in our mode of delivery and students' expectations from the curriculum. It also helps us to keep ourselves acquainted with recent advances in respective courses and to incorporate them in our curriculum through regular revision of the curriculum.

The feedback process has helped us ensure that curriculum is flexibile and is adaptable. We are thus able to modify it, based on the ever-changing needs of health care and the industry. The feedback is collected from key stakeholders, analysed and then appropriate action is taken. The feedback loop thus ensures that the curriculum is modified based on the feedback. This ongoing process of feedback collection and then revision of the curriculum has helped the University meet the everchanging needs of academia as well as the industry.

Curriculum Feedback responses for the year 2020-21

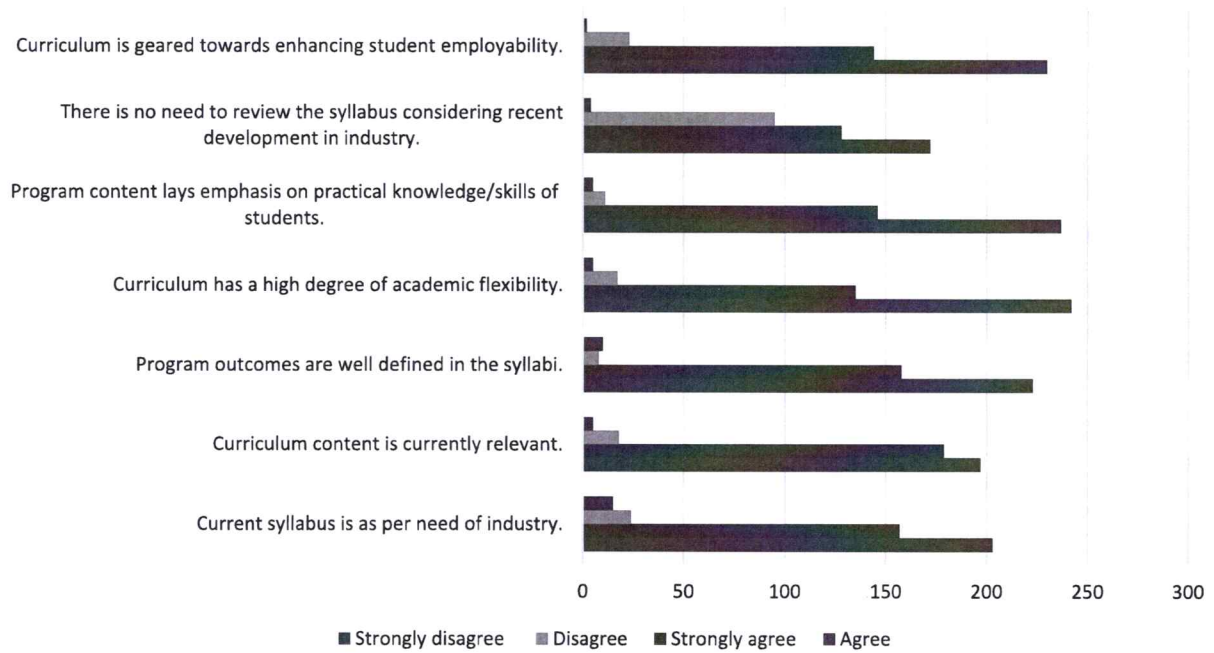| Particulars	Number of responses
Teachers	399
Alumni	453
Students	1625
Professionals	48
Employers	14

Feedback Analysis

a)Teachers' Feedback:

Feedback from teachers is an effective tool for improvement of curriculum of any educational institution in terms of quality and excellence. It enhances the teaching and learning process by providing a vital platform for teachers and students to communicate with one another in the classroom. In 2020-2021, a total of 399 teachers provided their feedback on various aspects of programme curriculum such as programme and course objectives, course contents, course study materials, outcome of curriculums etc. The analysis of the academician's feedback is as follows:

Teachers' Responses: 399				
Particulars	**Agree (%)**	**Strongly agree (%)**	**Disagree (%)**	**Strongly disagree (%)**
Current syllabus is as per need of industry.	203 (50.9)	157 (39.3)	24 (6)	15 (3.8)
Curriculum content is currently relevant.	197 (49.4)	179 (44.9)	18 (4.5)	5 (1.3)
Program outcomes are well defined in the syllabi.	223 (55.9)	158 (39.6)	8 (2.0)	10 (2.5)
Curriculum has a high degree of academic flexibility.	242 (60.7)	135 (33.8)	17 (4.3)	5 (1.3)
Program content lays emphasis on practical knowledge/skills of students.	237 (59.4)	146 (36.6)	11 (2.8)	5 (1.3)
There is no need to review the syllabus considering recent development in industry.	172 (43.1)	128 (32.1)	95 (23.8)	4 (1.0)
Curriculum is geared towards enhancing student employability.	230 (57.6)	144 (36.1)	23 (5.8)	2 (0.5)

Feedback from Teachers Year 2020-21

Curriculum is geared towards enhancing student employability.

There is no need to review the syllabus considering recent development in industry.

Program content lays emphasis on practical knowledge/skills of students.

Curriculum has a high degree of academic flexibility.

Program outcomes are well defined in the syllabi.

Curriculum content is currently relevant.

Current syllabus is as per need of industry.

0   50   100   150   200   250   300

■ Strongly disagree   ■ Disagree   ■ Strongly agree   ■ Agree

Analysis of Responses:

The feedback analysis is based on responses from 399 teachers, and majority of the respondents (50.9%) agree that current syllabus is as per needs of industry and healthcare requirements. This suggests that curriculum is perceived as beneficial in preparing students for employment in the related industry. In addition, majority of respondents agree that curriculum content is relevant (49.4%) and lays emphasis on practical knowledge and skills of students (59.4%). However, 43.1% of teachers feel that revisions can be made in curriculum to meet the everchanging developments of the industry.
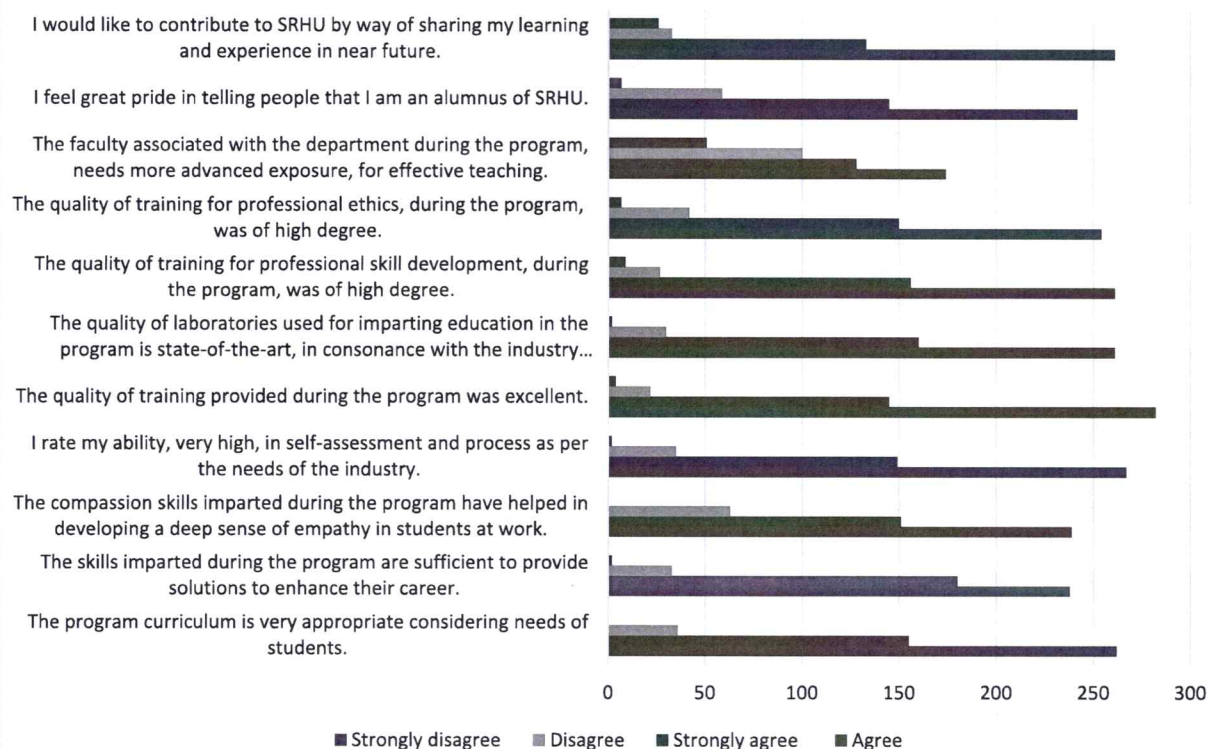
b) Alumni Feedback:

The University believes that the contribution of alumni is essential particularly in the development of curriculum related activities. Alumni can provide invaluable insights on the curriculum, its relevance, and its applicability in real life situations. In 2020-2021, a total of 453 responses were received from the Alumni on various aspects of programme curriculum and the analysis of the Alumni's feedback is as follows:

Alumni Responses: 453				
Particulars	**Agree (%)**	**Strongly agree (%)**	**Disagree (%)**	**Strongly disagree (%)**
The program curriculum is very appropriate considering needs of students.	262 (57.8)	155 (34.2)	36 (7.9)	0 (0)
The skills imparted during the program are sufficient to provide solutions to enhance their career.	238 (52.5)	180 (39.7)	33 (7.3)	2(0.4)
The compassion skills imparted during the program have helped in developing a deep sense of empathy in students at work.	239 (52.8)	151 (33.3)	63 (13.9)	0 (0)
I rate my ability, very high, in self-assessment and process as per the needs of the industry.	267 (58.9)	149 (32.9)	35 (7.7)	2 (0.4)
The quality of training provided during the program was excellent.	282 (62.3)	145 (32.0)	22 (4.9)	4 (0.9)
The quality of laboratories used for imparting education in the program is state-of-the-art, in consonance with the industry expectations.	261 (57.6)	160 (35.3)	30 (6.6)	2 (0.4)
The quality of training for professional skill development, during the program, was of high degree.	261 (57.6)	156 (34.4)	27 (6.0)	9 (2.0)
The quality of training for professional ethics, during the program, was of high degree.	254(56.1)	150(33.1)	42 (9.3)	7 (1.5)
The faculty associated with the department during the program, needs more advanced exposure, for effective teaching.	174 (38.4)	128 (28.3)	100 (22.1)	51 (11.3)
I feel great pride in telling people that I am an alumnus of SRHU.	242 (53.4)	145 (32.0)	59 (13.0)	7 (1.5)

I would like to contribute to SRHU by way of sharing my learning and experience in near future.	261 (57.6)	133 (29.4)	33 (7.3)	26 (5.7)

Feedback from Alumni Year 2020-21

Analysis of Responses:

Feedback from total of 453 alumni were obtained for various programs in the university. 92% alumni stated that the program curriculum is very appropriate considering needs of students and 92% responded that students are imparted sufficient skills during their programs. The alumni feel that high quality of training on professional ethics (89.0%) and professional skill development (92%) is provided at the University. More than 85% of respondents feel pride in saying that they are the alumni of Swami Rama Himalayan University.
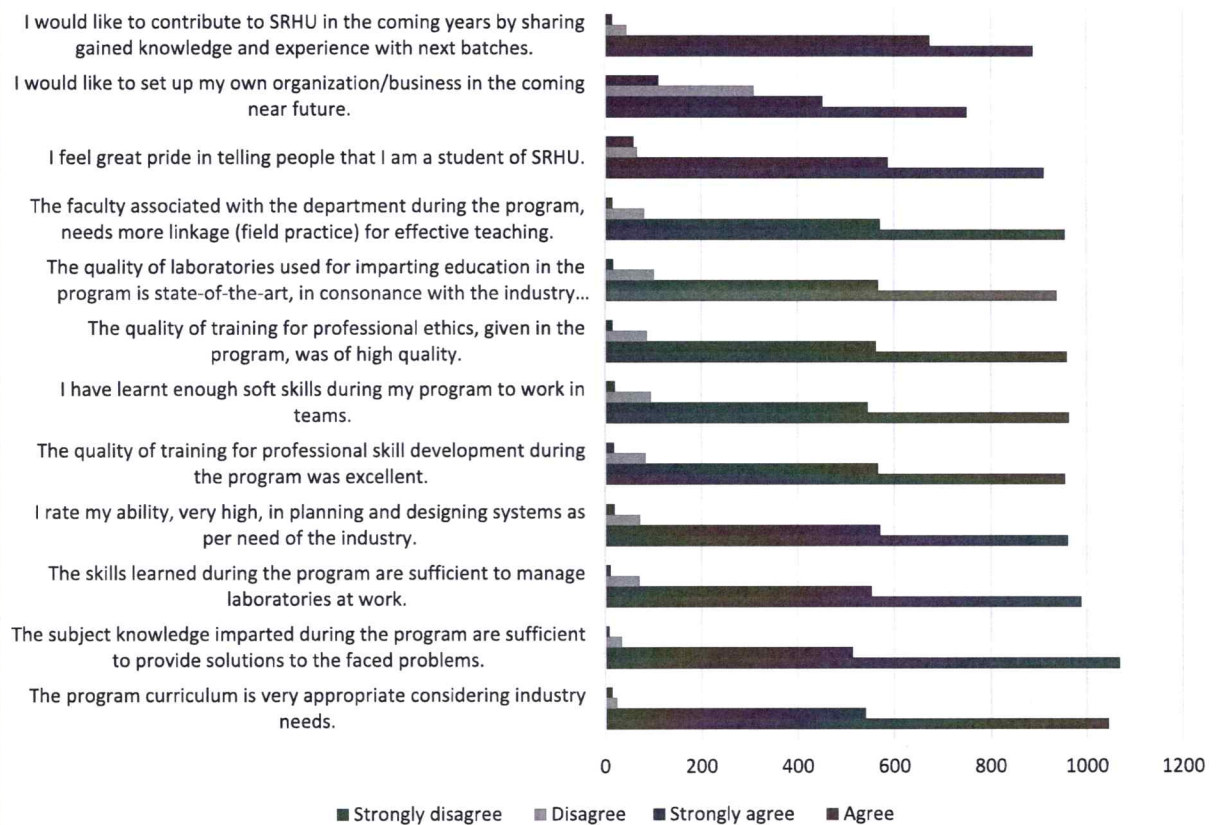
c) Students' Feedback:

Student Feedback is an effective tool for curriculum improvement of any program. It also strengthens teacher student communication and relationship in classroom and assists in achieving excellence in teaching learning process. In 2020-2021, a total of 1625 feedbacks were obtained from the students on various aspects of programme curriculum such as programme and course objectives, course content, course study materials etc. The analysis of the student's feedback is as follows:

Students' Responses: 1625				
Particulars	**Agree (%)**	**Strongly agree (%)**	**Disagree (%)**	**Strongly disagree (%)**
The program curriculum is very appropriate considering industry needs.	1045(64.3)	540(33.2)	25(1.5)	15(0.9)
The subject knowledge imparted during the program are sufficient to provide solutions to the faced problems.	1068(65.7)	513(31.6)	35(2.2)	9(0.6)
The skills learned during the program are sufficient to manage laboratories at work.	988(60.8)	553(34.0)	72(4.4)	12(0.7)
I rate my ability, very high, in planning and designing systems as per need of the industry.	961(59.1)	571(35.1)	73(45)	20(1.2)
The quality of training for professional skill development during the program was excellent.	955(58.8)	566(34.8)	85(5.2)	19(1.2)
I have learnt enough soft skills during my program to work in teams.	963(59.3)	545(33.5)	96(5.9)	21(1.3)
The quality of training for professional ethics, given in the program, was of high quality.	959(59.0)	562(34.6)	88(5.4)	16(1.0)
The quality of laboratories used for imparting education in the program is state-of-the-art, in consonance with the industry expectations.	938(57.7)	567(34.9)	102(6.3)	18(1.1)
The faculty associated with the department during the program, needs more linkage (field practice)	955(58.8)	571(35.1)	83(5.1)	16(1.0)

for effective teaching.				
I feel great pride in telling people that I am a student of SRHU.	911(56.1)	587(36.1)	67(4.1)	60(3.7)
I would like to set up my own organization/business in the coming near future.	751(46.2)	452(27.8)	310(19.1)	112(6.9)
I would like to contribute to SRHU in the coming years by sharing gained knowledge and experience with next batches.	889(54.7)	674(41.5)	46(2.8)	16(1.0)

Feedback from Students Year 2020-21

Legend: Strongly disagree, Disagree, Strongly agree, Agree

Analysis of Responses:

A total of 1625 students at the University provided responses in the survey. A majority of students agree (97.5%) that the curriculum and knowledge/skills imparted during programme are in accordance with the industry needs. According to 97% of students, the subject knowledge imparted during the program is sufficient to provide solutions to the faced problems. 74% of students are interested in setting their own business highlighting an entrepreneurial spirit. More than 96% of students show a keen interest in contributing to the university by the knowledge and experience gained in the coming years.
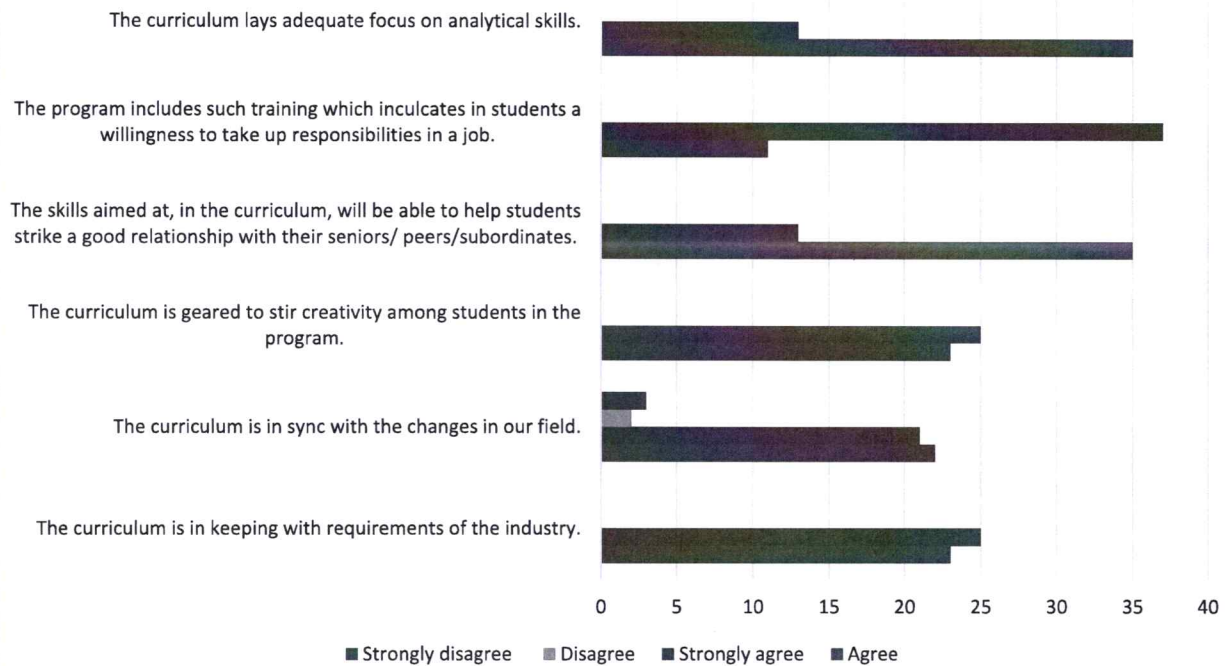
d) Professionals' Feedback:

Professionals from the industry play an essential role in enhancing the professional capabilities of our students. Most of the professionals are satisfied with the curriculum of the respective programs. A total number of 48 feedbacks were received from the various Professionals on aspects of program curriculum and the analysis of the Professionals feedback is as follows:

Professionals' Responses: 48				
Particulars	**Agree (%)**	**Strongly agree (%)**	**Disagree (%)**	**Strongly disagree (%)**
The curriculum is in keeping with requirements of the industry.	23(47.9)	25(52.1)	0(0)	0(0)
The curriculum is in sync with the changes in our field.	22(45.8)	21(43.8)	2(4.2)	3(6.3)
The curriculum is geared to stir creativity among students in the program.	23(47.9)	25(52.1)	0(0)	0(0)
The skills aimed at, in the curriculum, will be able to help students strike a good relationship with their seniors/ peers/ subordinates.	35(72.9)	13(27.1)	0(0)	0(0)
The program includes such training which inculcates in students a willingness to take up responsibilities in a job.	11(22.9)	37(77.1)	0(0)	0(0)
The curriculum lays adequate focus on analytical skills.	35(72.9)	13(27.1)	0(0)	0(0)

Feedback from Professionals Year 2020-21

Legend: ■ Strongly disagree ■ Disagree ■ Strongly agree ■ Agree

Categories (top to bottom):
- The curriculum lays adequate focus on analytical skills.
- The program includes such training which inculcates in students a willingness to take up responsibilities in a job.
- The skills aimed at, in the curriculum, will be able to help students strike a good relationship with their seniors/ peers/subordinates.
- The curriculum is geared to stir creativity among students in the program.
- The curriculum is in sync with the changes in our field.
- The curriculum is in keeping with requirements of the industry.

X-axis: 0, 5, 10, 15, 20, 25, 30, 35, 40

Analysis of Responses:

Responses obtained from 48 professionals showed that the curriculum is appropriate and according to 88% professionals curriculum is synchronized with the changes in the industry. All respondents feel that the curriculum lays adequate focus on analytical skill enhancement. 100% respondents strongly agreed/agreed that the skills imparted will be able to help students strike a good relationship with their seniors/ peers/ subordinates.
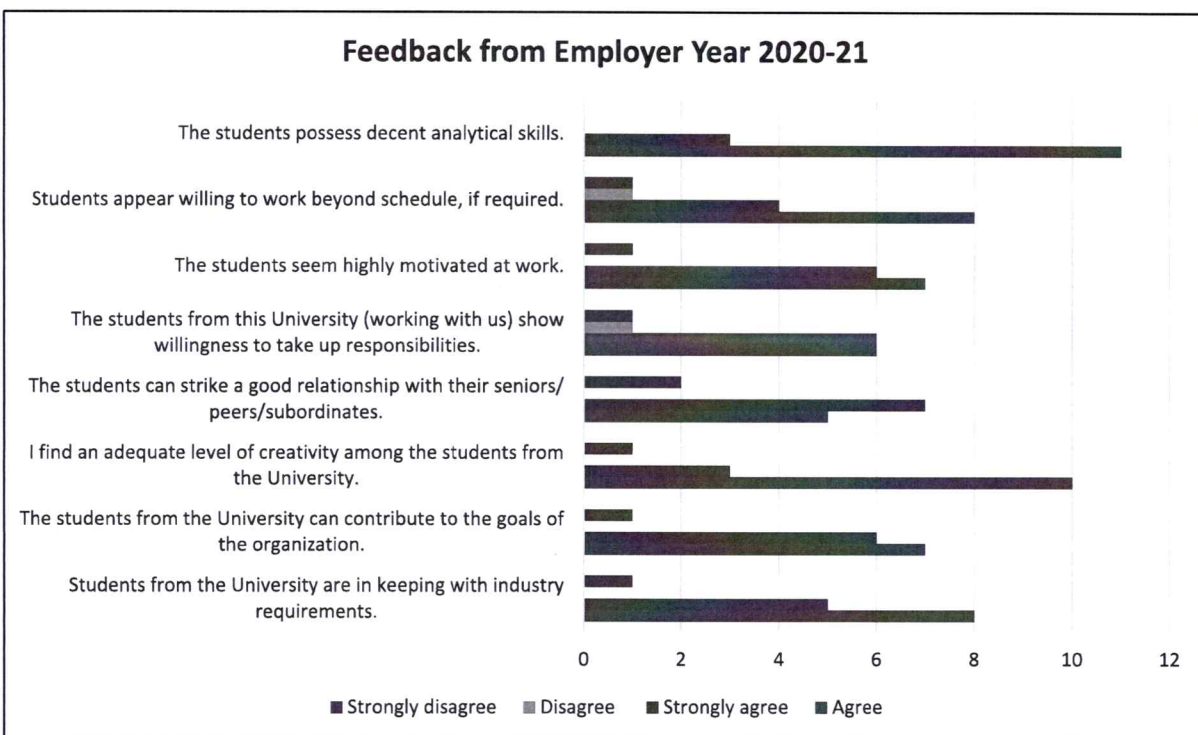
e) Employers' Feedback:

Employer' feedback on a curriculum can be invaluable, as it helps educational institutions stay relevant, meet industry needs, and prepare students for the workforce. Employers can provide insights into the practical aspects of job roles and industry trends. In the year 2020-21, feedback was obtained from a total of 14 employer as follows:

Employers' Responses: 14				
Particulars	**Agree (%)**	**Strongly agree (%)**	**Disagree (%)**	**Strongly disagree (%)**
Students from the University are in keeping with industry requirements.	8(57.1)	5(35.7)	0(0)	1(7.1)
The students from the University can contribute to the goals of the organization.	7(50.0)	6(42.9)	0(0)	1(7.1)
I find an adequate level of creativity among the students from the University.	10(71.4)	3(21.4)	0(0)	1(7.1)
The students can strike a good relationship with their seniors/ peers/ subordinates.	5(35.7)	7(50.0)	0(0)	2(14.3)
The students from this University (working with us) show willingness to take up responsibilities.	6(42.9)	6(42.9)	1(7.1)	1(7.1)
The students seem highly motivated at work.	7(50.0)	6(42.9)	0(0)	1(7.1)
Students appear willing to work beyond schedule, if required.	8(57.1)	4(28.6)	1(7.1)	1(7.1)
The students possess decent analytical skills.	11(78.6)	3(21.4)	0(0)	0(0)

Feedback from Employer Year 2020-21

Legend: ■ Strongly disagree ■ Disagree ■ Strongly agree ■ Agree

Categories (top to bottom):
- The students possess decent analytical skills.
- Students appear willing to work beyond schedule, if required.
- The students seem highly motivated at work.
- The students from this University (working with us) show willingness to take up responsibilities.
- The students can strike a good relationship with their seniors/ peers/subordinates.
- I find an adequate level of creativity among the students from the University.
- The students from the University can contribute to the goals of the organization.
- Students from the University are in keeping with industry requirements.

Analysis of Responses:

A total of 14 responses were received from employers on the curriculum. Employers feel that the curriculum is relevant to the latest developments in the health care and industrial setups. All the employers strongly agree/ agree that students at the university possess adequate analytical skills. About 86% of the employers strongly agree/ agree that students from this University can strike a good relationship with their seniors/ peers/ subordinates and show a willingness to take up responsibilities. Also, 93% of students seem to be highly motivated at work.

Feedback and Action Taken Report

2020-21

S. No.	Feedback	Action Taken
Student		
1.	Program curriculum should focus on enhancing skills beyond the syllabus.	Value added courses have been included to enhance the knowledge and competence of students. 19 such courses have been added like courses in laparoscopic surgery, cyber security and ethical hacking and python programming.
2.	Management Programs should include learning methods to appraise ethical, environmental and sustainability considerations in decision making and in practice.	The courses have been revised in order to align them with the program objectives. Areas like ethics, environmental sustainability have been included in the in UG/PG Management programs.
3.	Curriculum should include courses in clinical research. More emphasis must be on hands-on experience and practical work.	New courses have been identified for the next curriculum. More practical work has been introduced in each course wherever practical experience is recommended. Research methodology to be conducted for students and faculty, both.
4.	Perform more communication related activities for Management programs.	Started sessions on communication skills and also added capability enhancement schemes in curricula of Management programs including soft skills, presentation skills, personality development program etc.
5.	Provide Choice of electives under the Hospital Administration program.	Choice of electives provided in the Master of Hospital Administration curriculum (Recent Trends and Advances in Hospital management and Patient safety).
6.	Encourage Self Learning, Regular Feedback, Regular Assessment	Learning encouraged by way of student-initiated activities/ short projects in areas of interest, providing additional study resources. Regular assessments conducted through continuous internal assessment. Regular Feedback taken from students related to curriculum, achievement of PO CO.
Teachers		
1.	Practical/Applied courses should be included.	Recent BOS has included more industry-oriented and practical courses. Also, the conduct of Value-Added Courses was ensured to enhance the skill of students for management students.

2.	Syllabus is not covering all aspects of the subject as it is a post graduate programme and not an undergraduate one.	The provision of hands-on activity is introduced in each course whereas hands on activity are recommended
3.	Evaluation pattern should be revised for M.Sc. Clinical Research. The assessment should be more cumulative than formative (40% vs 60%)	Evaluation pattern has been revised for the next curriculum, now we have increased cumulative to 60% and reduced 40%.
4.	More time given to hands on activity, Clinical trial operation etc.	The provision of hands-on activity is introduced in each course whereas hands on activity are recommended. Posting in Clinical Trial is scheduled.
5.	AI in Healthcare to be introduced in the MHA Curriculum	AI in Healthcare incorporated in the MHA Curriculum
6.	Introducing more practical based personality/ career development course	Value added courses on soft skills and personality development being organized.

Employers

1.	Ethics & Diversity Modules for workplace sensitivity must be added in Engineering programs.	human values and professional ethics have been included in the curriculum of Engineering, and similar activities to sensitize students will be conducted.
2.	More hands-on activity and industry driven courses must be introduced in M.Sc Clinical research program curriculum	The provision of hands-on activity is introduced in each course of Clinical Research.
3.	Kindly add more skill-based courses in the M.Sc Clinical research program. Also give exposure to operations.	Skill based courses are identified for next curriculum. Also posting in clinical trial centre scheduled.

Alumni

1.	More emphasis must be given to the job-oriented courses under Management programs	In the recent BOS, contents of certain courses were redesigned and revised like communication for managers, spreadsheet modelling, sales management etc.
2.	Number of industrial tours and institutional visits must be increased in Management curricula.	More emphasis is being put on industrial tie ups for frequent industrial visits. Industrial visits have become an inseparable part of the Management curriculum.
3.	Practical exposure to NABH related work during postings under the Master of Hospital Administration (MHA) curriculum must be provided.	MHA students regularly posted with Quality team of the hospital for hands on exposure to NABH related activities.
4.	Clinical Research curriculum mostly, need to focus on Clinical trials/research related fields such as medical writing, Clinical Data Management, disclosure, basic and high level of Clinical trials, hospital & industry related fields.	More relevant courses are introduced in the form of electives like health analytics, clinical trial management, clinical data integration analysis and management.

5.	Skill development & connection with Clinical Research Organizations must be done.	Scheduled some industrial visits at the end of second semester and scheduled guest lecturers from industry experts.
Professionals		
1.	Stronger emphasis on research methodology and publications for all medical post graduates.	Basic Course in Biomedical Research is mandatory for all postgraduates (MD/MS). Research methodology workshop for all PGs is done during the program, involvement in research projects, STS, STRPS etc are regularly done.
2.	Teaching should be more interactive in management programs	Wherever possible, more seminars, quizzes and small group teaching will be promoted. The use of standard videos and digital platforms are utilized for concept clarity.
3.	More emphasis on practical learning for medicine, nursing and paramedical students. The postings of students in these units must be supervised.	University is attached with 1000 plus bedded hospital and gives practical exposure to students in cancer institute, dialysis, ICU, OT etc. The postings of students will be more supervised.