

Action Taken Report

Ref: FM 2019-20/MoM/Q2/18.06.2020

ATR No. 2019-20/01

Agenda 1: Faculty Members were suggested to use more technology and e-resources while taking sessions.

Agenda 2: The Librarian was asked to procure more and more e-resources and faculty members were asked to suggest reading material in electronic form so that it can be shared easily with the students.

Agenda 3: A deeper understanding of ERP modules pertinent to each domain will be imparted to students through the course architecture. This is expected to enhance the students' conceptual clarity and ability to apply concepts to work assignments.

Agenda 4: Increased focus on problem solutions will also positively impact students' ability to analyse practical scenarios and be more effective solution providers.

Agenda 5: Effectiveness in communication is being provided through well-designed interventions in soft-skills, in the MiM schedule

Agenda 6: Research aptitude and ability to acquire new knowledge is being encouraged through Capstone projects and course assignments

Agenda 7: Professional conduct, ethical responsibility and sensitivity are assessed to be fairly high. Continuation of existing inputs to students through curricular and extra-curricular interventions will be reinforced.

Agenda 8: On the basis of Alumni feedback, we have incorporated use of specialised software such as R, Python, and Tableau in pertinent courses which have high industry relevance.

Agenda 9: As Alumni feedback indicated better industry exposure and interaction, the placement team has been tasked to get live projects for the students.

Agenda 10: As per the teacher's feedback, Geopolitics has been removed from the program in 2019-20 with due approval of BoS and Academic Council



Agenda 11: We have provided basket of courses like Behavioural Finance, Financial risk Management etc as recommended by the faculties in the feedback

Agenda 12: We are also focussing more on technology and industry relevant management courses like Business Analytics, digital marketing etc.



Dr. C Babu

Director



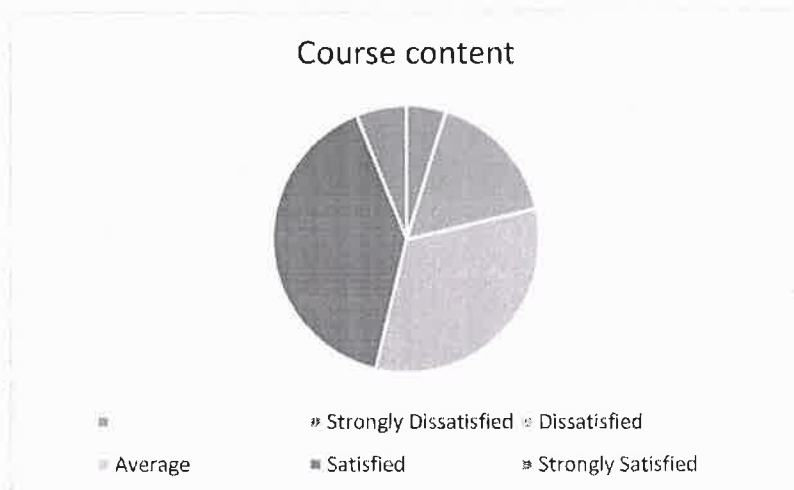
Criteria: Students Feedback

Analysis of the feedback:

Feedback of Students of DSIMS was collected between 25.04.2020 and 30.04.2020 in which 376 from 1st and 2nd year of MMS and PGDM participated. The feedback covered different aspects of functioning of the institute which also included the feedback on Teaching Learning Process with the aim to improve the course coverage and delivery. The copy of the format is appended. The item-wise feedback is analyzed as below:

1. Rate us on Course Content:

Strongly Dissatisfied	0
Dissatisfied	5
Average	115
Satisfied	219
Strongly Satisfied	37
Total	376

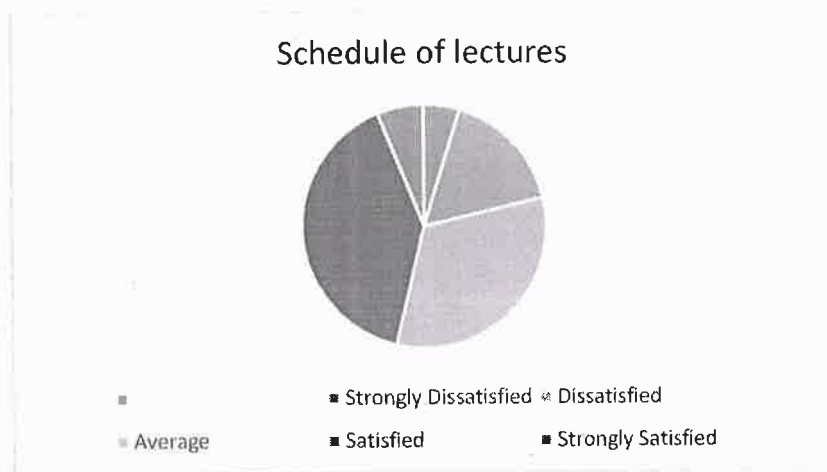


As regards the quality of course is concern, majority of students were satisfied with the course contents and only 5 students out of 376 were not satisfied with the course contents.



2. Rate us on Schedule of Lectures:

Strongly Dissatisfied	5
Dissatisfied	26
Average	131
Satisfied	183
Strongly Satisfied	31
Total	376



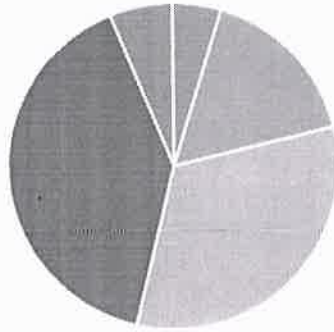
As regards the feedback on schedule of lectures is concern, majority of students were satisfied with the schedule of lectures and only 31 students out of 376 were not satisfied with the schedule.

3. Rate us on timely completion of Syllabus:

Strongly Dissatisfied	4
Dissatisfied	22
Average	103
Satisfied	206
Strongly Satisfied	41
Total	376



Timely Completion of Syllabus



■ ■ Strongly Dissatisfied ■ Dissatisfied ■ Average ■ Satisfied ■ Strongly Satisfied

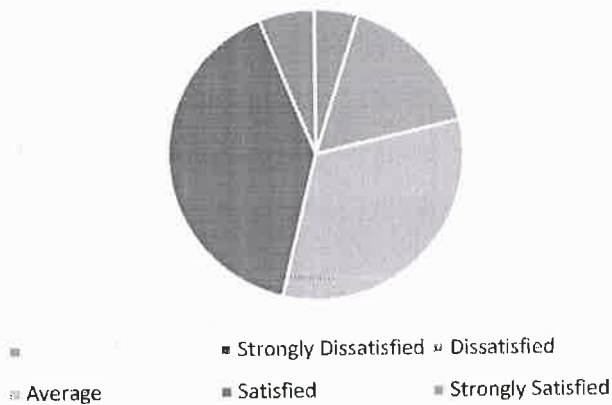
Regarding timely completion of the syllabus, majority of students were satisfied with the timely completion of syllabus and only 26 students out of 376 were not satisfied with the timely completion of the syllabus.

4. Rate on overall Quality of teaching learning process:

Strongly Dissatisfied	1
Dissatisfied	13
Average	135
Satisfied	178
Strongly Satisfied	49
Total	376



Quality of teaching learning



As regards to the feedback on teaching learning process is concerned, majority of the students were satisfied with the teaching learning process and only 14 students out of 376 were not satisfied with the teaching learning process.

5. Rate on Internal Evaluation process and Transparency:

Strongly Dissatisfied	6
Dissatisfied	29
Average	122
Satisfied	177
Strongly Satisfied	42
Total	376

Internal Evaluation process and Transparency

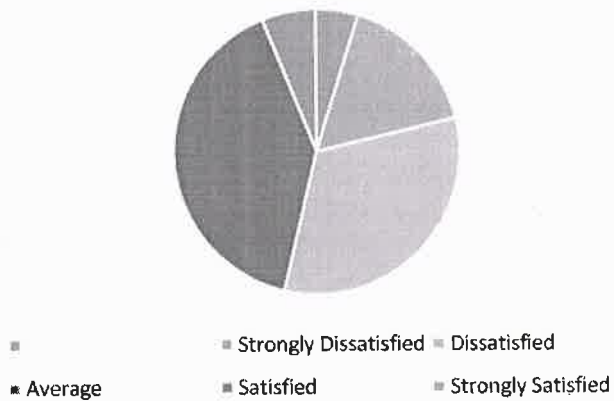


Regarding the feedback on Internal Evaluation process and transparency, majority of the students were satisfied with the internal evaluation process and only 35 students out of 376 were not satisfied with the internal evaluation process and transparency.

6. Rate on use of ICT/E-resources in teaching learning:

Strongly Dissatisfied	10
Dissatisfied	43
Average	136
Satisfied	152
Strongly Satisfied	35
Total	376

ICT/E-resources in teaching learning

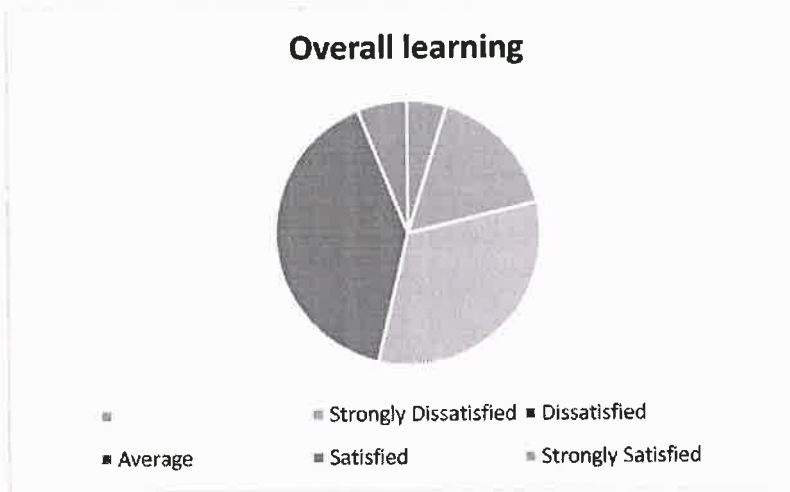


As regards to the feedback on use of ICT/ E-resources is concerned, majority of the students were satisfied with the teaching learning process and only 53 students out of 376 were not satisfied with the teaching learning process. It has a however scope for further improvement to enhance use of technology and e-resources.



7. Rate on Overall learning:

Strongly Dissatisfied	1
Dissatisfied	7
Average	129
Satisfied	208
Strongly Satisfied	31
Total	376



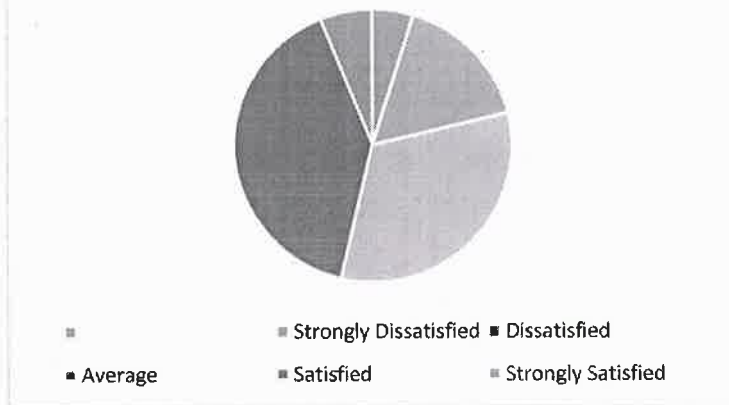
As regards to the feedback on overall learning process, majority of the students were satisfied with the overall learning process and only 8 students out of 376 were not satisfied with the overall learning process.

8. Rate on learning Material provided:

Strongly Dissatisfied	18
Dissatisfied	62
Average	122
Satisfied	151
Strongly Satisfied	23
Total	376



learning Material provided



Regarding feedback on learning material provided, though a substantial proportion of students (174 out of 376) were satisfied but a substantial proportion of students (80 out of 376) had shown their dissatisfaction.

Follow-up Action on the Feedback

The feedback was discussed in the faculty meeting held on 18th June 2020 and though the overall feedback was found quite satisfactory but there was concern about using more technology and using more e-resources. The faculty members were instructed to use more technology and e-resources while taking sessions. Now all the faculty members extensively use technology while taking on-line sessions as students are taking sessions from home. Another area of concerned was to provide more learning resources to the students. The Librarian was asked to procure more and more e-resources and faculty members were asked to suggest reading material in electronic form so that it can be shared easily with the s



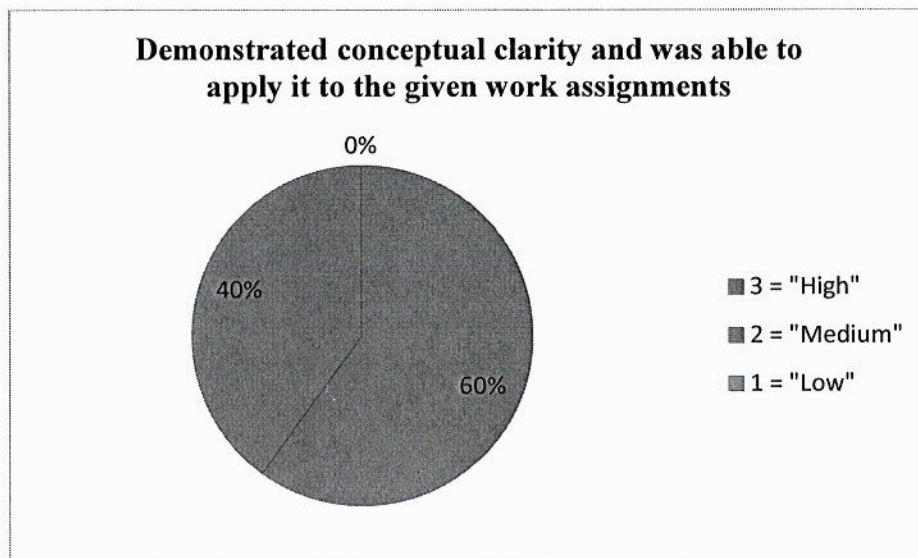
Criteria: Employers Feedback

Analysis of the feedback:

The feedback from the employers of DSIMS for the academic year 2019-20 was obtained in the format to get their views regarding their satisfaction with the Conceptual clarity, decision making skills, analytical skills, leadership skills, communication skills of the students and their suggestions for improvement of the effectiveness of program architecture.

Point 1 - Demonstrated conceptual clarity and was able to apply it to the given work assignments

Point 1	No. of Students
3 = "High"	18
2 = "Medium"	12
1 = "Low"	0

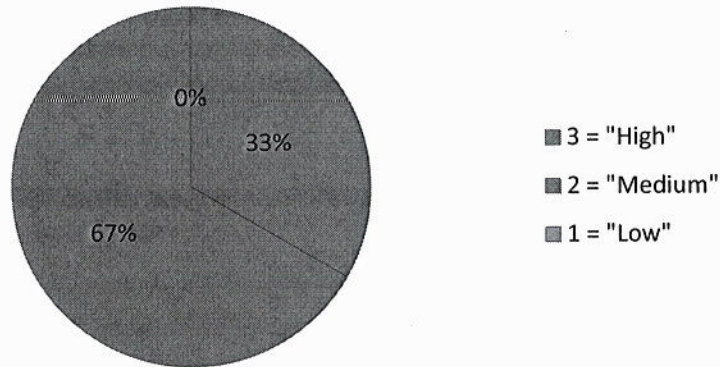


Point 2 - Demonstrated ability to analyze, evaluate and provide varied solutions to the given managerial problems with legal, ethical and economic aspects of business in local & global context in the role assigned

Point 2	No. of Students
3 = "High"	10
2 = "Medium"	20
1 = "Low"	0



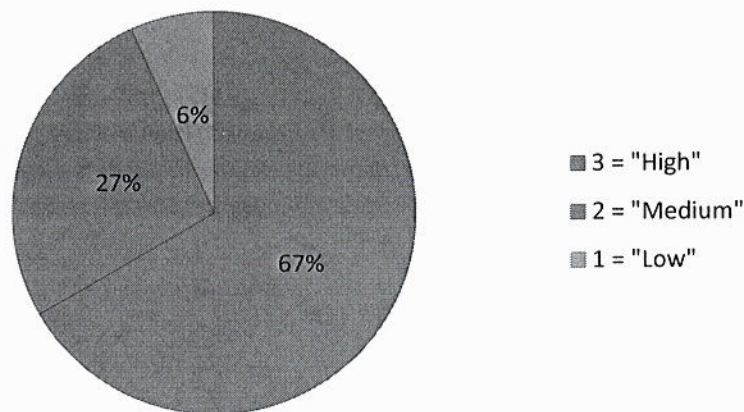
Demonstrated ability to analyze, evaluate and provide varied solutions to the given managerial problems with legal, ethical and economic aspects of business in local & global context in the role assigned



Point 3 - Demonstrated effective communication, teamwork, leadership skills and ability to take necessary steps for timely completion of the tasks

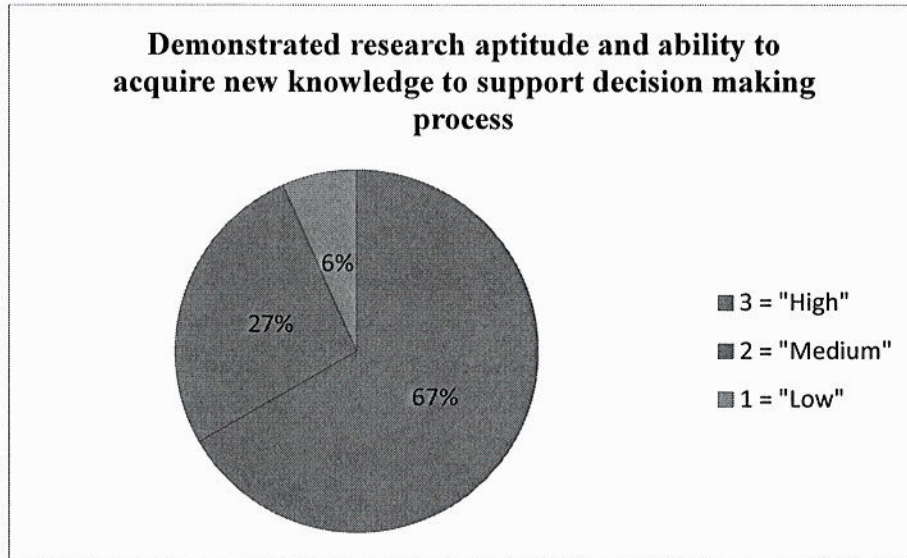
Point 3	No. of Students
3 = "High"	20
2 = "Medium"	8
1 = "Low"	2

Demonstrated effective communication, teamwork, leadership skills and ability to take necessary steps for timely completion of the tasks



Point 4 - Demonstrated research aptitude and ability to acquire new knowledge to support decision making process

Point 4	No. of Students
3 = "High"	20
2 = "Medium"	8
1 = "Low"	2

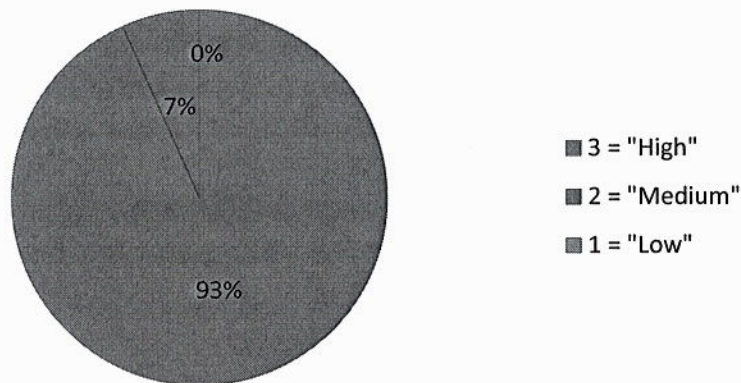


Point 5 - Demonstrated professional conduct through ethical responsibility and social sensitivity in his/her behaviour

Point 5	No. of Students
3 = "High"	28
2 = "Medium"	2
1 = "Low"	0



Demonstrated professional conduct through ethical responsibility and social sensitivity in his/her behaviour



Suggestions

- SAR/ERP training would help the students
- Introduce basic practical IT Skills in their learning curriculum so they become industry ready before time.
- Students should be given more corporate exposure rather than full time classroom study also the main focus should be on conceptual clarity.

Analysis and Highlights of the Employers Feedback:

- 60% of students were given high (3) rating by employers on their conceptual clarity and its application to given work assignments whereas none of the students were rated low (1).
- 67% of students were given high (3) rating by employers on their ability to analyze, evaluate and provide varied solutions to the given managerial problems with legal, ethical and economic aspects of business in local & global context in the role assigned.
- 67% of students were given high (3) rating by employers on their effective communication, teamwork, leadership skills and their ability to take necessary steps for timely completion of the tasks.
- 67% of students were given high (3) rating by employers on their research aptitude and ability to acquire new knowledge to support decision making process
- 93% of students were given high (3) rating by employers on professional conduct through ethical responsibility and social sensitivity in his/her behavior, whereas none of the students were rated low (1).



Implementation of Suggestions:

The suggestions related to the PGDM will be considered in the next Board of Studies (BoS) meetings of the respective departments. The suggestions regarding MMS will be compiled year-wise and will be forwarded to the concerned syllabus review committee of University of Mumbai whenever it will take place. Dr C. Babu, Director is a member of BoS for HR and at the time of syllabus revision last time Dr Babu and few of our teachers participated in the discussions. The suggestions for improvement of practical skills have also been forwarded to the Chairperson of LiM/ MiM for focussing on the development of students on the areas of skill developments suggested by employers.



Criteria: Alumni Feedback

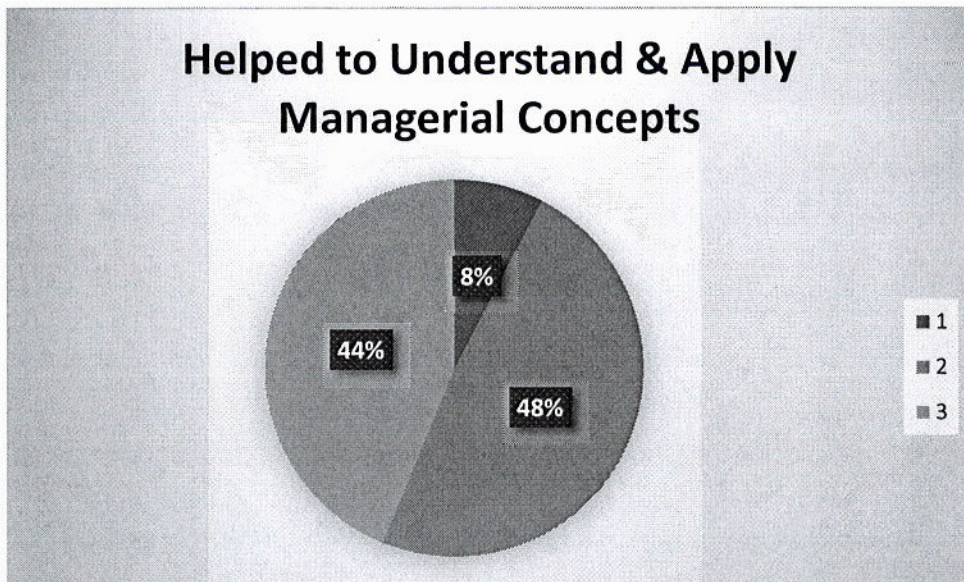
Analysis of the feedback:

The feedback from the alumni of DSIMS for the academic year 2019-20 was obtained in the format to get their views regarding their satisfaction with the existing curriculum, learnings, and their suggestions for improvement in the program architecture / courses / topics. As many as 106 alumni have provided the feedback of which 55 are from PGDM and remaining feedback are from MMS.

1. The learning at DSIMS has helped me to define, understand and apply Managerial Concepts in my day to day work. [1 – Low; 2 – Medium; 3 – High]

	No of Alumni
1	8
2	51
3	46
Total	106

Table 1



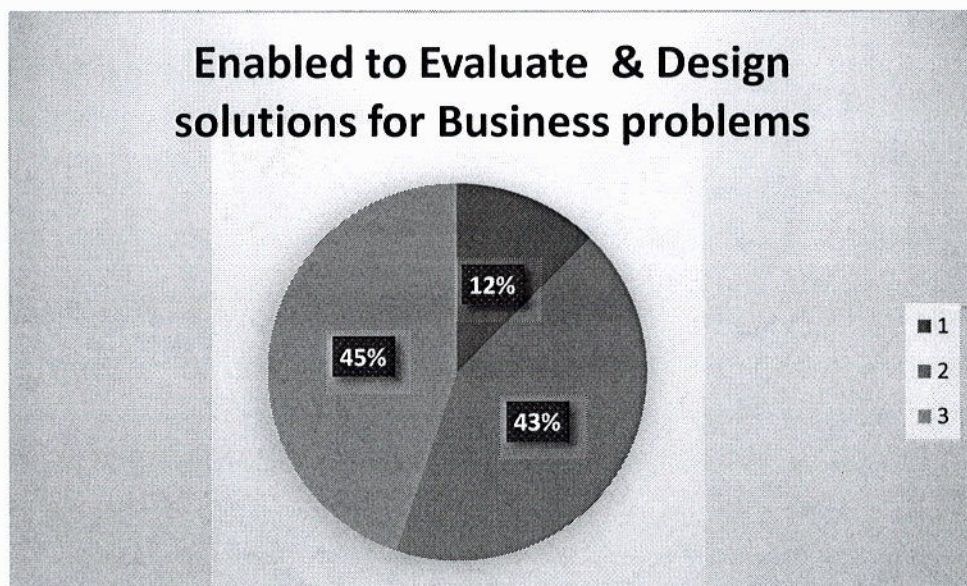
Graph 1



2. The learning at DSIMS has enabled me to analyze, evaluate and design solutions for managerial problems with legal, ethical and economic aspects of business in local and global context in my present role. [1 – Low; 2 – Medium; 3 – High]

	No of Alumni
1	13
2	45
3	47
Total	106

Table 2



Graph 2

3. The learning at DSIMS has enhanced my ability to demonstrate and develop effective communication, teamwork and leadership skills at work place. [1 – Low; 2 – Medium; 3 – High]

	No of Alumni
1	7
2	29
3	69
Total	106

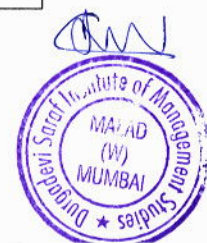
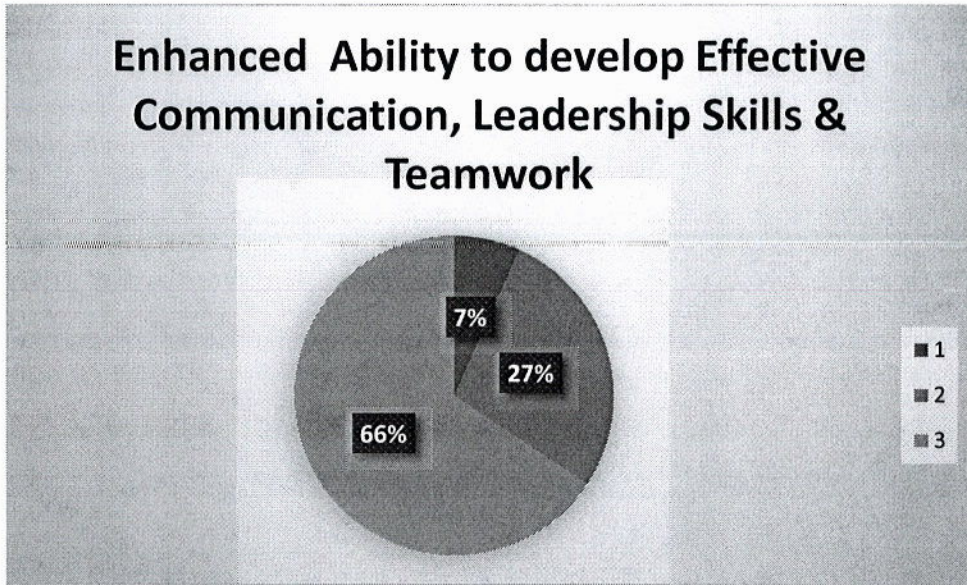


Table 3



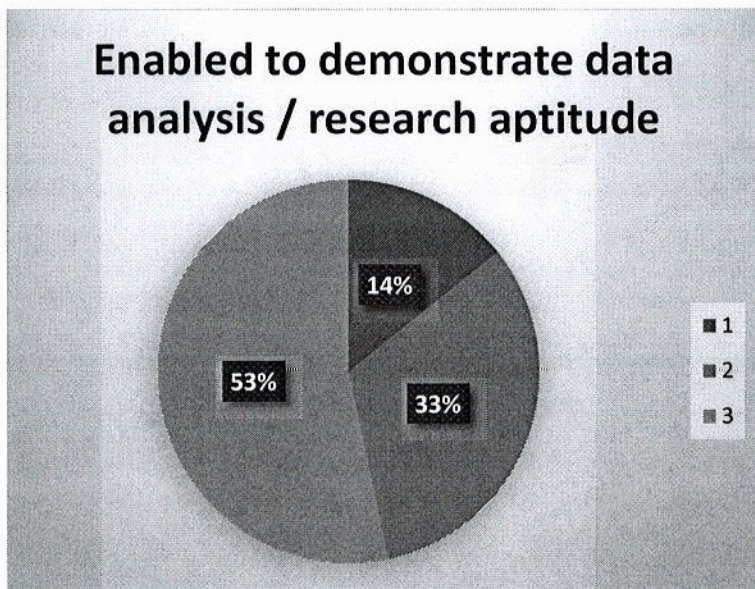
Graph 3

4. The learning at DSIMS has enabled me to demonstrate data analysis/research aptitude and ability to acquire new knowledge for supporting the decision making process. [1 – Low; 2 – Medium; 3 – High]

	No of Alumni
1	15
2	34
3	56
Total	106

Table 4





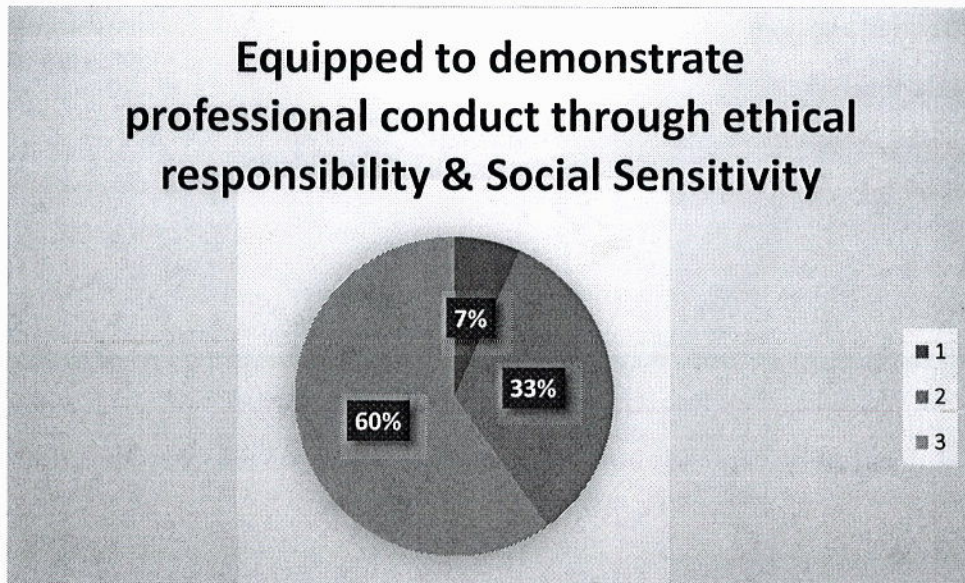
Graph 4

5. The learning at DSIMS has equipped me to demonstrate professional conduct through ethical responsibility and social sensitivity reflected in my behavior. [1 – Low; 2 – Medium; 3 – High]

	No of Alumni
1	7
2	29
3	69
Total	106

Table 5





Graph 5

Suggestions

1. Industry / corporate interaction through practical exposure
2. More emphasis on preparation for placements and better companies
3. Increased alumni interaction
4. Software exposure for better placement opportunities

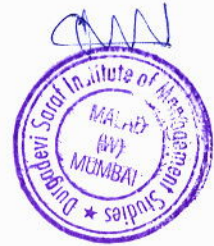
Analysis and Highlights of the Alumni Feedback:

- As many as 70 out of 106 (~66%) expressed that they do not have any suggestions.
- About 23 out of 106 (~23%) suggested increased corporate interaction and practical exposures.
- The expectation of enhanced placement preparation and better opportunities was highlighted by 9 out 106 (~8%).
- Only 4 out of 106 (~4%) have suggested increased emphasis on learning specialised software which have industry relevance.

Implementation of Suggestions:



The suggestions related to the PGDM will be considered in the next Board of Studies (BoS) meetings of the respective departments. The suggestions regarding MMS will be compiled year-wise and will be forwarded to the concerned syllabus review committee of University of Mumbai whenever it will take place. Dr C. Babu, Director is a member of BoS for HR and at the time of syllabus revision last time Dr Babu and few of our faculty participated in the discussions.



Criteria: Teachers' Feedback

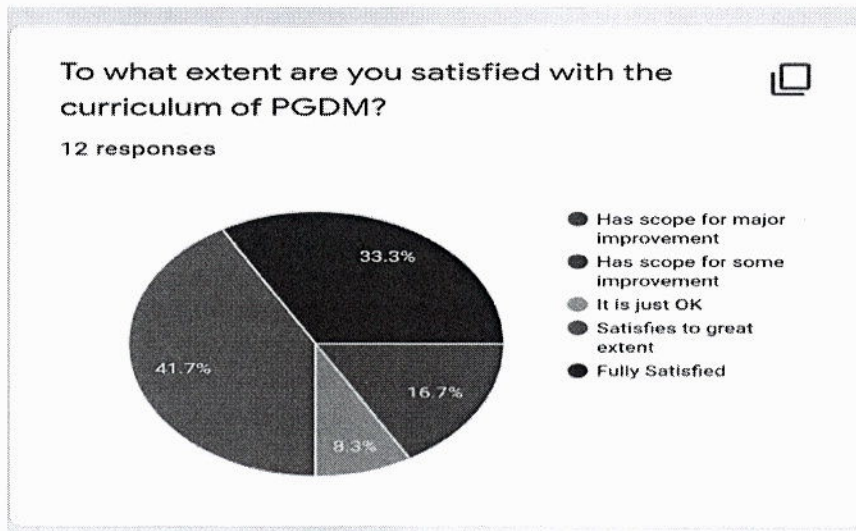
Analysis of the feedback:

The feedback from the teachers of DSIMS for the academic year 2019-20 was obtained in the format to get their views regarding their satisfaction with the existing curriculum, their suggestions for deletion or addition of any course and the suggestion for deletion or addition of any topic(s) in existing courses (format appended). As many as 12 teachers have provided the feedback for PGDM and 16 have provided the feedback for MMS. The feedback has been compiled and presented below in the summarised form for both PGDM and MMS separately.

To what extent are you satisfied with the curriculum of PGDM?

	No of Faculties
Has scope for major improvement	0
Has scope for some improvement	2
It is just OK	1
Satisfied to a great extent	5
Fully satisfied	4
	12

Table 1



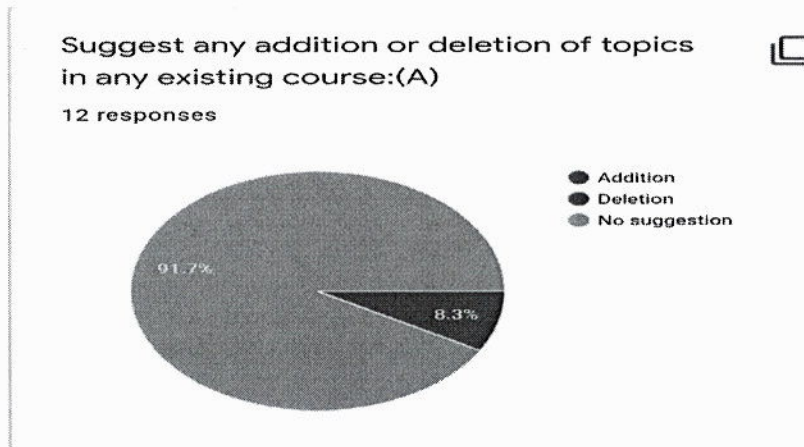
Graph 1

Suggest any addition or deletion of topics in any existing course:



Addition	0
Deletion	1
No suggestion	11
	12

Table 2



Graph 2

Suggestions for deletion of Any Course

1. Geopolitics
Suggested for providing Basket of Courses

Suggestions for Addition of Any Course

Nil

Suggestion for Deletion or Addition of Topics in Any Course

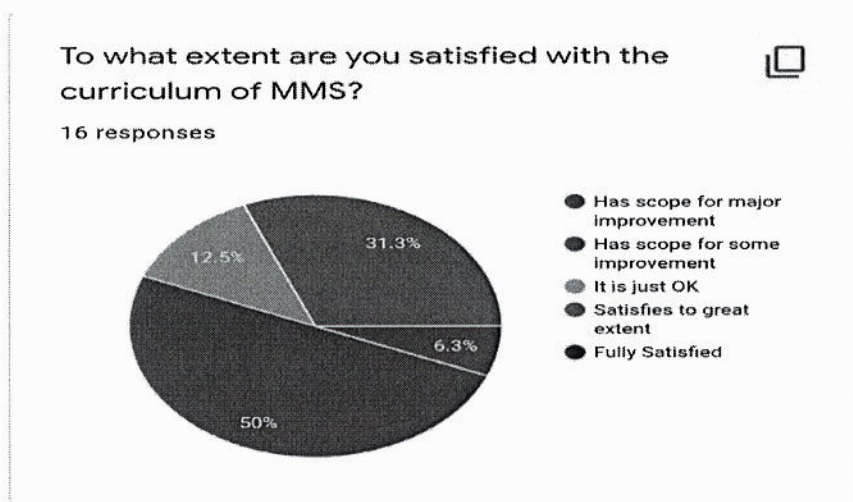
1. Since the courses are revised every therefore it is up to date
2. In line with NEP, allow students to choose cross specialization subjects
3. Contemporary readings, project/ application-based assignments,
4. Stress more on technology related & industry relevant Management courses

To what extent are you satisfied with the curriculum of MMS?



Has scope for major improvement	1
Has scope for some improvement	9
It is just OK	1
Satisfies to great extent	5
Fully Satisfied	0
	16

Table 3



Graph 3

Suggest any addition or deletion of topics in any existing course:

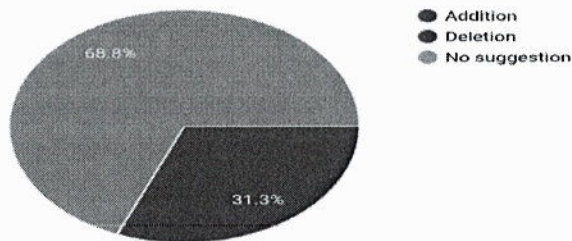
Addition	5
Deletion	0
No suggestion	11
	16

Table 4



Suggest any addition or deletion of topics in any existing course:(A)

16 responses



Graph 4

Suggestion for Deletion of Any Course

1. Financial Regulation (it could be a part of the specific asset classes)
2. One specialisation project is sufficient, 2 additional projects added 3 years back do not serve much purpose.
3. Ecommerce

Suggestions for Deletion or Addition of Topics in Any Course

1. Should be matched with the curriculum of leading B-Schools to make it more practical
2. Some certifications related to different specialisations should be prescribed and students should be given weightage in the internal assessment related to that course.
3. Industrial visits should be made compulsory; Practical project working at the organisation once a week
4. BRM and Statistics syllabus should be revisited and overlapping part should be removed from one of the courses.
5. There is a scope for revisiting content of FMI
6. Some courses to be delivered in workshop mode (Domain-wise) in 4th Semester as the 4th semester is very light
7. Technology in Sales Management should be included in Sales Management Course
8. Courses should be contemporary
9. Include more Technology related & industry relevant courses

Analysis and Highlights of the Teachers' Feedback:

- As many as 9 out of 12 (75%) expressed that they are either satisfied to a great extent or fully satisfied with the course curriculum of the PGDM whereas only 5 out of 16 (31%) were satisfied with MMS curriculum. The main reason for the satisfaction with the PGDM was its regular revision with the participation of teachers.



- There was only one suggestion for deletion of a course from PGDM curriculum (Geo Politics) which has already been deleted for 2020-22 curriculum with the approval of BoS and Academic Council. As regards the MMS, some of the teachers suggested to delete 3 courses as they are either obsolete or the course content could be merged with some other course.
- As regards addition of new courses, there was no suggestion for addition of any new course for PGDM whereas they have suggested including few certification courses instead of having 3 projects in 4th Semester. One specialisation project is considered sufficient.
- Regarding addition or deletion of topics, there was no specific suggestion either for addition or deletion of any topic in the existing courses of PGDM. However, there were suggestions to add 5 new topics and delete 3 topics in the MMS curriculum.

Implementation of Suggestions:

The suggestions related to the PGDM will be considered in the next Board of Studies (BoS) meetings of the respective departments. The suggestions regarding MMS will be compiled year-wise and will be forwarded to the concerned syllabus review committee of University of Mumbai whenever it will take place. Dr C. Babu, Director is a member of BoS for HR and at the time of syllabus revision last time Dr Babu and few of our teachers participated in the discussions.

