



MADRAS SCHOOL OF SOCIAL WORK

(An Autonomous Institution Affiliated to the University of Madras)

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Dr. S. RAJA SAMUEL, M.A., Ph.D.

Principal

This is to certify that the **Structured Feedback System** of the institution comprises of the following stakeholder

1. Students
2. Parents
3. Alumni
4. Employers

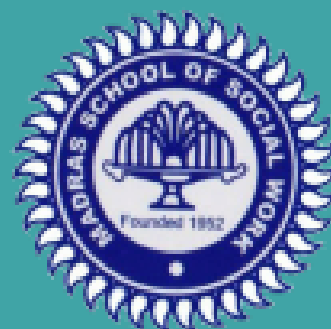
And feedback is collected, analysed and action taken report made available on website for academic year 2018-2019.

Signature of the Principal

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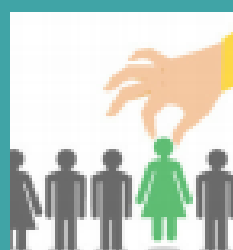
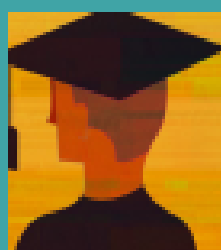


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32, Casa Major Road, Egmore, Chennai - 08.
Tamilnadu State

AN AUTONOMOUS INSTITUTION AFFILIATED TO THE UNIVERSITY OF MADRAS
(ACCREDITED BY NAAC WITH 'A' GRADE IN 2016)



STAKEHOLDERS

FEEDBACK ANALYSIS AND ACTION TAKEN REPORT 2018-2019



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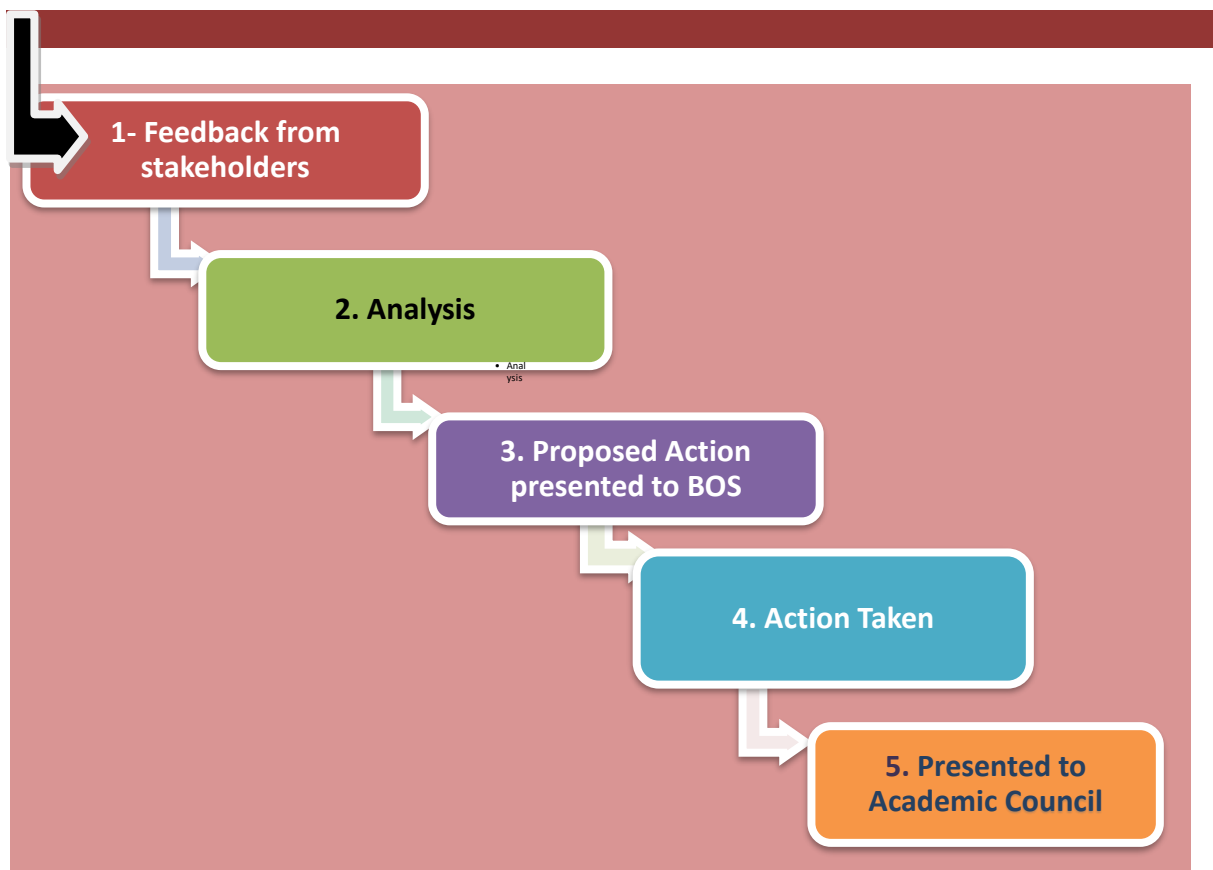
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Re - accredited by NAAC with 'A' Grade

STAKEHOLDERS' FEEDBACK ANALYSIS AND ACTION TAKEN REPORT FOR THE YEAR 2018-2019

As a part of improving the quality education, the IQAC of Madras School of Social Work inviting feedback from the stakeholders in a structured format through google form. And it may validate the same with the respondents at the time of any meeting/assembly held in the college. Based on the response of the stakeholders, the IQAC preparing the analysis report and sent it to the respective committees / authorities for taking necessary actions in every year. The main objective of this exercise is to measure the impact of all the efforts taken by the HEI at all levels by the virtue of the continuous process. This feedback is collected and interpreted through statistical analysis for making the learned community to understand the progress of HEI easily.

The College has an effective mechanism to seek feedback from different stakeholders like students, teachers, employer and alumni. The feedback received is analyzed and take necessary actions to improve the teaching learning processes and experience of the stakeholders.



FEEDBACK FROM STUDENTS

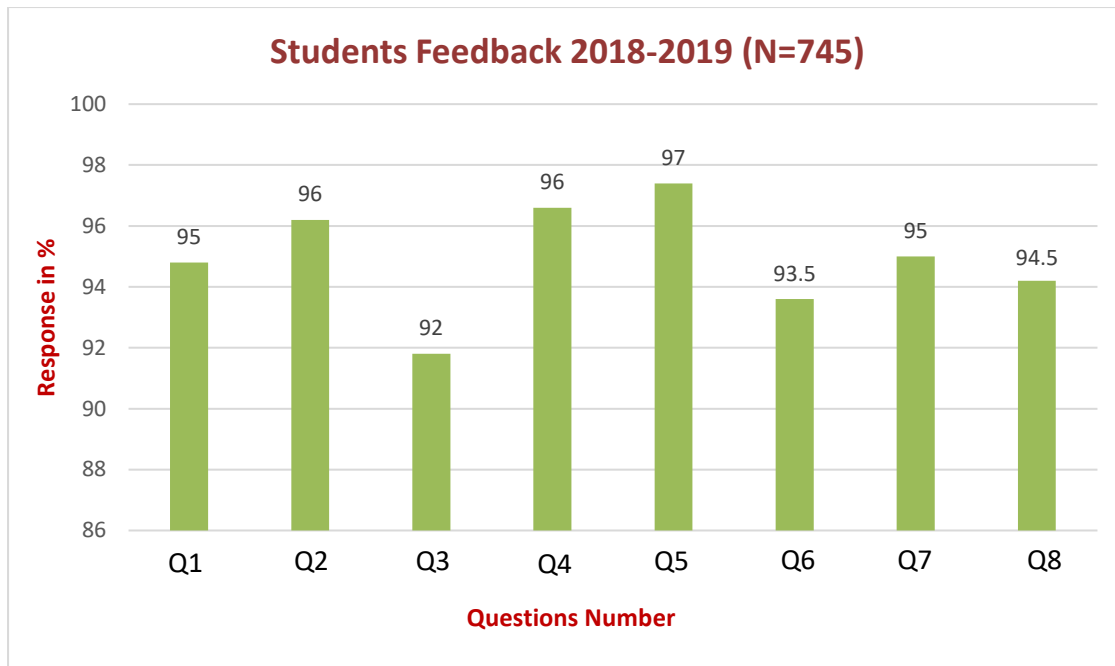
The college is using the Students' feedback as a base to make improvements in the existing system after reviewing and analyzing it carefully. The student's feedback questionnaire is attributing quantitative and qualitative answers, focused on the curriculum, quality of the in-course content, views about theory/practical knowledge and Employability nature. The survey is opened to the students every year at the end of each term to express their feedback/suggestions on the scheme, teaching-learning, and co-curricular activities, later on, this feedback was analyzed and shared with the concerned department. The appropriate suggestions are put forward to the academic council for implementation. Based on the feedback, valuable changes are recommended by the BOS to revise/shift the content of the course after obtaining formal approval from the academic council of the university.

The college has offers 7 PG programs and 2 UG programmes. The feedback of the student given below for all the programmes for the year 2018 - 2019. Majority 90 - 95 percent of the respondents strongly agreed for the statement given in the structured students' feedback and additional suggestions also given by the students and made necessary action in the course correction.

Later on, this feedback was analyzed and shared with the concerned department. The appropriate suggestions are put forward to the academic council for implementation. Based on the feedback, valuable changes are recommended by the BOS to revise/shift the content of the course after obtaining formal approval from the academic council of the university.

FEEDBACK FROM THE STUDENTS

Q.No	Description	Q.No	Description
1	The curriculum is up to date.	5	The curriculum offers opportunities for self-learning.
2	The curriculum is well structured.	6	The curriculum is useful for skill development. (Analytical problem solving / Critical thinking / Innovative skills)
3	The curriculum offers adequate overview of local, regional, national and international issues.	7	The curriculum is adequate from the point of Employability
4	Courses offer an in-depth exposure to the subject.	8	The curriculum helps in bridging the gap between academia and other fields especially in co-curricular and extra-curricular activities.



OBSERVATIONS

IQAC was made an effort to send the response form to all the students through college owned ERP Software i.e Iboss educational Management software. Before downloading their hall ticket in the student login, they need to respond the feedback questionnaire posted by IQAC. In this year there are 745 responses have been received from the students as a whole.

Most of the Students were satisfied with the various aspects of teaching, curriculum upgradation, Syllabus coverage, skill development, Focus on employability and bridging gap between co-curricular and extra-curricular aspects. Few students felt that the curriculum should have more focus on regional, National and global coverages.

Most of them were satisfied with the existing learning environment. Most of the participants of the survey were satisfied with the program scheme. It has shown that continuous improvement in the scheme has shown positive feedback by the students. They are satisfied with allocated courses to them for teaching, activities conducted in the form of

Screen Shot on ERP Software Dashboard page in the Student's Login for submitting Student Satisfaction Survey

guest lectures and workshops, etc. during the session 2018-19. Whatever suggested by them were tabled in the discussions of the Board of Studies and Academic Council meeting.

ACTION TAKEN REPORT

S.NO	FEEDBACK	ACTION TAKEN
1	Requested to invite resource persons from the industry to share their experiences on the various current issues.	Invited the resource person from Industries & corporate sector especially from the alumni of the HEI to share their field experiences.
2	Requested for CSR course to be included in the syllabi.	CSR courses have been offered under certificate course programme
3	Suggested to update the assignment patterns	Students were encouraged to do the innovative assignment
4	Sanitary napkins should be available in the girls' common room.	Efforts are being made to get a sanitary napkin dispenser installed in the girl's common room.
5	Requested for revising content in certain papers in Psychology discipline	Approved for the revision of content in the papers Fundamental Statistics in Psychology, Psychological Testing and Experimental Psychology and Counselling Psychology
6	Requested for introducing new papers to the curriculum	Discussed in the Board of Studies and approved the introduction of the following core elective and allied papers: Research Methods, Consumer Behavior and Marketing, Career Psychology and Health Psychology
7	Language papers were suggested to revise.	Content was added as suggested in English papers.
8	Students suggested for a greater number of Interactive sessions with HR & corporate	HR Coffee Club was fastened up with corporate HRs as invitees and conducted more interactive sessions with college alumni as Industrialists and Corporate
9	Having more Skill based topics in the curriculum that will help in placements.	Aptitude, Resume Building, Interview Skills and Group Discussion were added in the Soft Skill Programmes.



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FEEDBACK FROM FACULTY MEMBERS

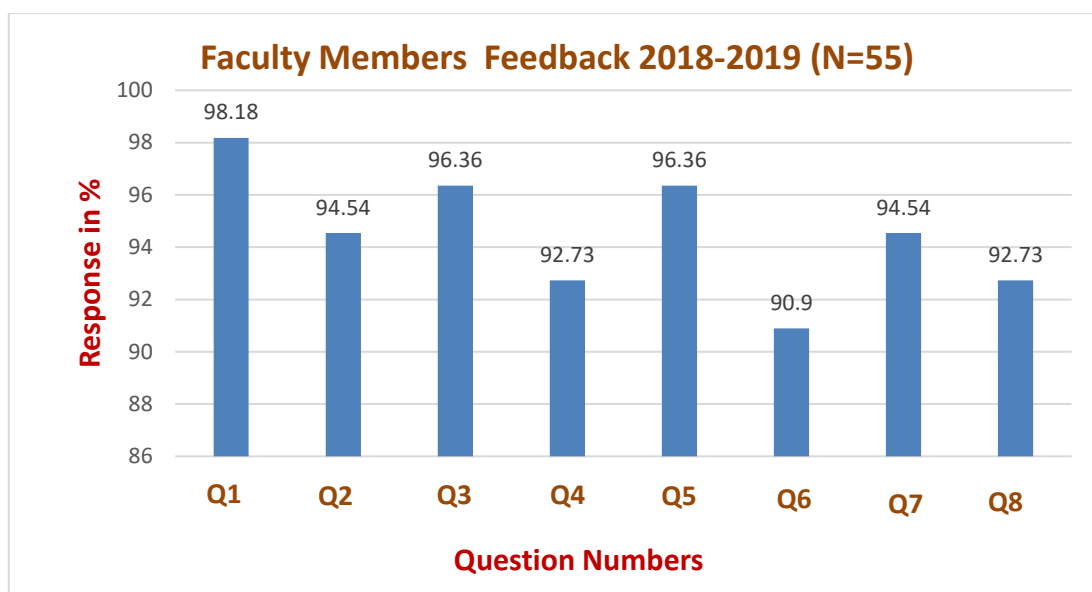
The faculty members of the college have made it a practice to conduct course coordination meetings once in a year. These meetings were focused on qualitative improvement in content, activities for Theory/Practical courses and Other Aspects related to curriculum. During these meetings, the faculty members express their feedback/suggestions on the teaching-learning process; and the same would be debated and discussed. Similarly, the feedback is received from the faculty members on Programme Scheme, Theory courses, Practical Courses. The appropriate suggestions are put forward to the academic council for implementation.

Based on the feedback obtained during the teaching-learning process, a course teacher is empowered to revise the contents of the course after obtaining formal approval from the Chairman, Board of Studies.

FEEDBACK FROM THE FACULTY MEMBERS

Q.No	Description	Q.No	Description
1	The curriculum is up to date.	5	The curriculum offers opportunities for self-learning.
2	The curriculum is well structured.	6	The curriculum is useful for skill development. (Analytical problem solving / Critical thinking / Innovative skills)
3	The curriculum offers adequate overview of local, regional, national and international issues.	7	The curriculum is adequate from the point of Employability
4	Courses offer an in-depth exposure to the subject.	8	The curriculum helps in bridging the gap between academia and other fields especially in co-curricular and extra-curricular activities.

There are 55 faculty members were responded to this feedback form circulated through online in the year 2018-2019. It was analysed and submitted the report to the Principal in before to the next academic year. And some of the suggestions circulated to the different committees for discussion. As a result of this continuous process our curriculum is a model curriculum for the most of the institution and our University of Madras have been retaining our curriculum as a bench mark for the Social Work discipline.



ACTION TAKEN REPORT OF FACULTY MEMBERS FEEDBACK

S.NO	FEEDBACK	ACTION TAKEN
1	Recommended for capacity building programme	The department has organised capacity building programmes through the department forum activities.
2	Suggested to include National Policies and add many more recent programmes into the syllabus.	Passed resolution in the BOS meeting to include the National Policy on Mental Health into the Syllabus.
3	To replace the term placement into internship for summer placement and Block placement under III components.	Included in the syllabus in the respective course- Industry Institute Interface (Summer Internship and Block internship)
4	Suggested to revisit the old practices with current one in the professional Practices	Updated the syllabus with present and existing professional practices in the syllabus in the subsequent BOS & Academic Council.
5	Suggested that the students' assignments to be an experiential learning aspect. And leverage their industrial exposure/acumen/expertise through connects with leaders in the field.	Included in the syllabus as part of Take-Home Assignments (THA) and in-class assignments & Seminars.



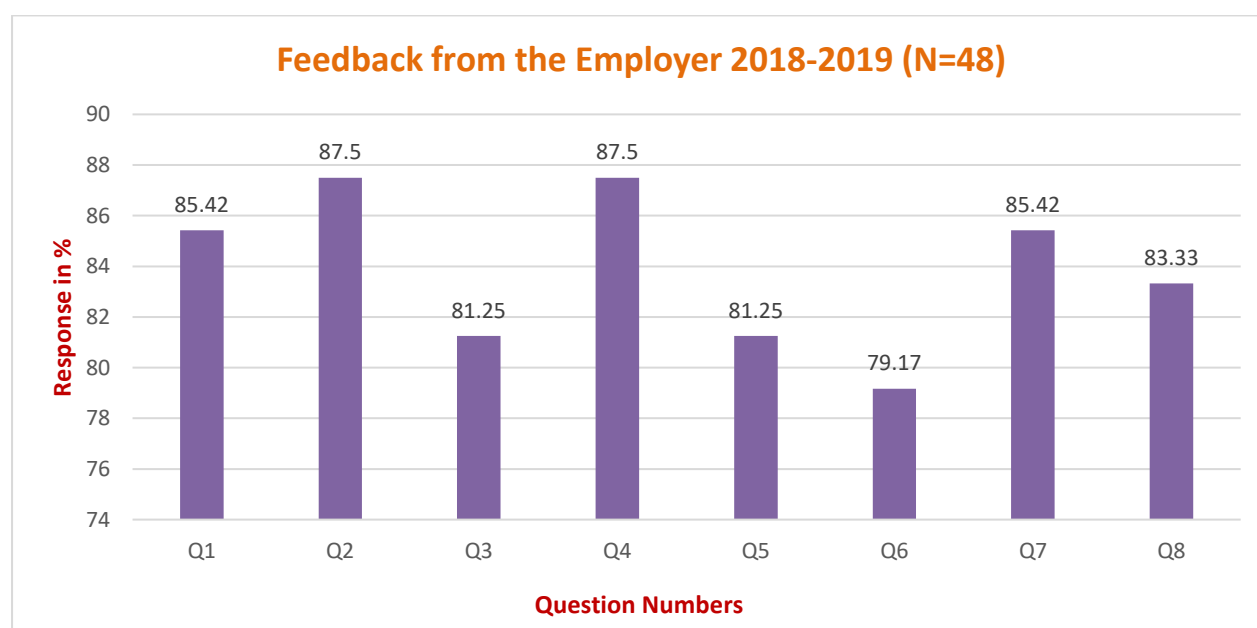
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FEEDBACK FROM EMPLOYER

Based on the feedback received it is summarized that employer show their satisfaction level for the availability of choices of course in the schemes and resources available in the college. The prescribed syllabuses are relevant for securing a job and enhancing the skills required for them. The curriculum reduces the gap between academia and industry.

FEEDBACK FROM THE EMPLOYER			
Q.No	Description	Q.No	Description
1	The curriculum has enabled the students to be competent, employable new recruits.	5	The curriculum has enabled to offer opportunities for self-learning & Self-employment.
2	The curriculum is well structured and supports employability of the students.	6	The curriculum is useful for skill development. (Analytical problem solving / Critical thinking / Innovative skills)
3	The curriculum offers adequate overview of local, regional, national and international issues.	7	The curriculum is adequate from the point of view of employability.
4	Courses offer an in-depth exposure of the subject and provides learning exposure of employability skills.	8	The courses have enabled the students to help in bridging the gap between academia and fields.



ACTION TAKEN REPORT OF EMPLOYERS FEEDBACK

S.NO	FEEDBACK	ACTION TAKEN
1	Recommended to share the Field Work Manual with the organisations during the students' internships/field work/ Any other studies	The department taken initiative to send the Field work Manual to the organisation supervisors through students.
2	Recommended to expand & update the references in the syllabus.	With the approval of board of studies, the reference section of the syllabus was updated.
3	Add more number of skill development courses to catalyse the students' learning behavoiur on employment aspects.	Offers a greater number of value-added courses on Recruitment skills and HR-Analytics. Soft skills in MS-EXCEL course also aligned to analytical applications of HR industry needs.



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FEEDBACK FROM ALUMNI

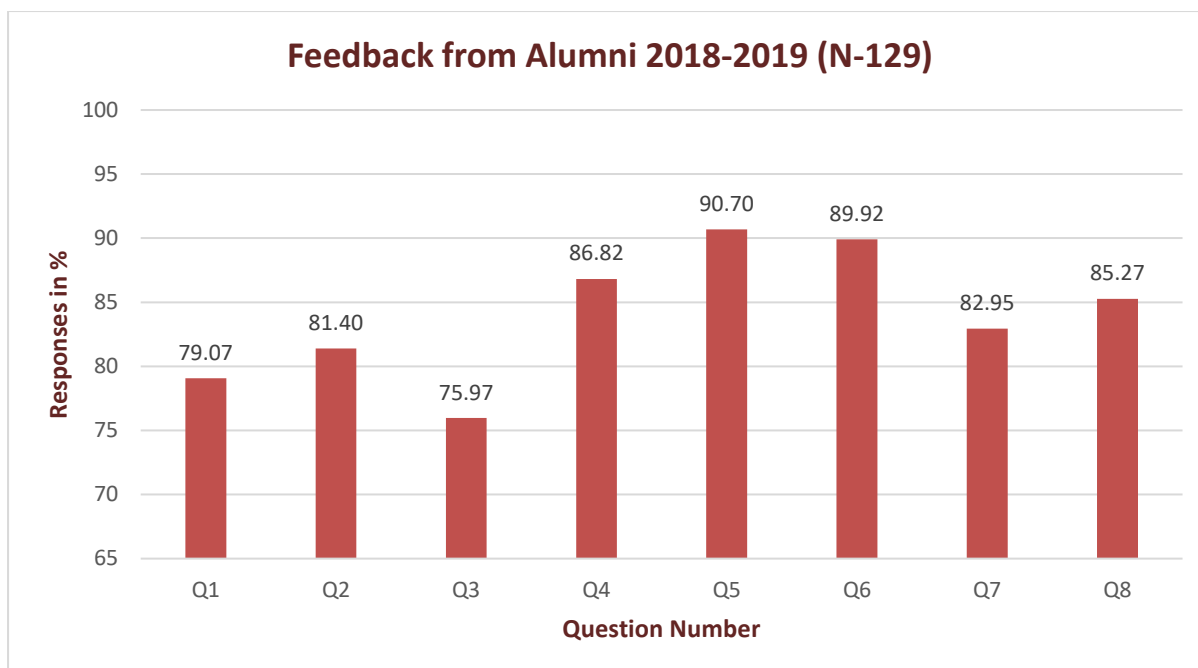
The flexibility provided in the curriculum to develop skills in multidisciplinary fields was appreciated by alumni. Student's needs are not only taken care of but customized the pedagogy for a better understanding of the subject. The flexible curriculum focuses greatly on skill development.

The curriculum is well mapped with the syllabus of competitive exams also which will help students to perform better in national and international level exams. Preparatory classes help the students to comprehend the prerequisites of the exam.

Sufficient input of professional enhancement activities and courses is provided which helps students to get better placements. There is a continuous improvement in the quality of education and market awareness among students. In addition to this providing, more industry-specific inputs in the curriculum can further help to bridge the gap between industry and academic institutions. Opportunities to deliver should be made available from the very early stages in academia. Wherever possible compulsory mini projects with the counterpart theoretical subjects should be planned for students from the very initial years. Frequent revision cycle, mock tests and experts talk make the students more confident and enthusiastic.

FEEDBACK FROM THE MSSW-ALUMNI

Q.No	Description	Q.No	Description
1	The curriculum has enabled the students to be competent, employable new recruits.	5	The curriculum has enabled to offer opportunities for self-learning & Self-employment.
2	The curriculum is well structured and supports employability of the students.	6	The curriculum is useful for skill development. (Analytical problem solving / Critical thinking / Innovative skills)
3	The curriculum offers adequate overview of local, regional, national and international issues.	7	The curriculum is adequate from the point of view of employability.
4	Courses offer an in-depth exposure of the subject and provides learning exposure of employability skills.	8	The courses have enabled the students to help in bridging the gap between academia and fields.



ACTION TAKEN REPORT OF ALUMNI FEEDBACK

S.NO	SUGGESTIONS MADE	ACTION TAKEN
1	Training programmes may be organised to improve the placement opportunities	Placement cell organised various programs organised with the support of expert.
2	Students should be encouraged to conduct research activities in their field work practise.	Students were encouraging to take up research during field work practise.
3	Important Psychological tests or assessments related to Career was referred by students working from School setup.	Set of career assessments were included.
4	Suggested Practical experience in counselling courses could help in employment	Flined visit, workshops and value-added courses were focusing much on demand bases.



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