



# 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 2019-2020.

**Signature of the Principal**

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Principal  
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No. 32, Casa Major Road,  
Egmore, Chennai - 600 008.



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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 2019-2020



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## STRUCTURED STAKEHOLDERS' FEEDBACK, ANALYSIS AND ACTION TAKEN REPORT FOR THE YEAR 2019 - 2020

“The Quality is always the result of intelligent and continuous effort”. In that quote Internal Quality Assurance Cell (IQAC) is made a continuous effort to collect the feedback from all the stake holders in every year. This year collected the responses from the stack holders through online by using google forms and Iboss-Educational Management System application (<https://mssw.ibossems.com/>)

The College has adopted an effective mechanism to seek feedback from different stakeholders like students, teachers, employer and alumni. The collected responses are analyzed and presented to the different committees/authorities taking necessary action to improve the teaching learning processes and infrastructures of the college.



## STUDENT FEEDBACK ANALYSIS REPORT FOR THE YEAR 2019-2020

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, 2 UG programmes 2 M.Phil and 1 Ph.D Programmes. The questionnaire of the student feedback has circulated to 785 students in

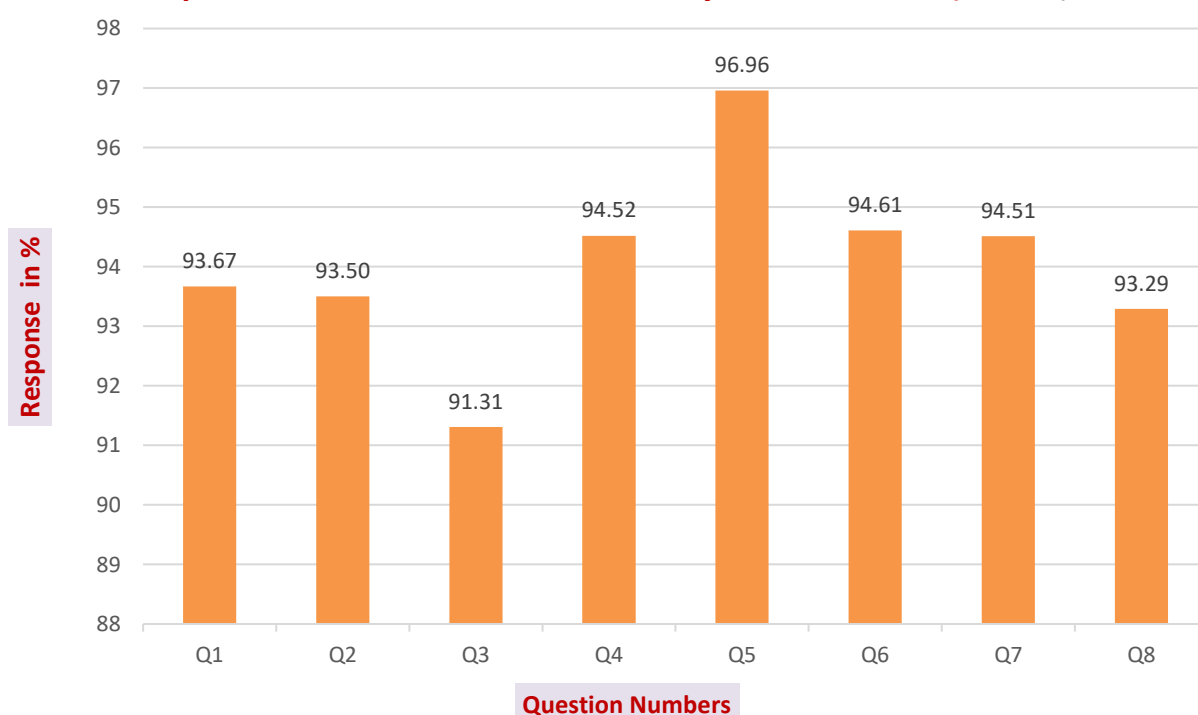
this year and received 774 responses from them. Some of them had given valuable suggestions to improve the standard of curriculum. It was compiled and submitted to the Board of Studies (BOS), Academic council and other committees and authorities.

of the student given below for all the programmes for the year 2019 -2020. 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. The analysis of the responses had given below

### STUDENTS' FEEDBACK FORM

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.

#### Responses from the Students for the year 2019-2020 (N=774)



## OBSERVATION

The feedback report ranged between 88 to 98 for this Student feedback analysis. Most of the participants of this survey were satisfied with the existing programme. 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 guest lectures and workshops, etc. during the session 2019-2020.

The participant stakeholders felt adequately satisfied with the department's approach and course structure pertaining to the factors and indicators discussed in the feedback analysis. Prominent areas like skill development, employability opportunities and academic activities, course structure and depth of the concepts handled in subjects has brought about satisfactory results from the department's course schemes, plans & strategies. A small percentage of expectation for further enhancement that was put forward in a futuristic perspective has been included and carried in the curriculum in various ways.

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## ACTION TAKEN REPORT FOR STUDENTS FEED BACK

S.NO	FEEDBACK	ACTION TAKEN
1	UG Requested to include disability related topic	Suggestions were deliberated in the BOS and the external panel also suggested to include
2	Students suggested to substitute HR Analytics paper with core HR Papers	Suggestions were deliberated in the BOS and the External panel advised to retain the HR Analytics paper for another 2 years as it will help them in organising the data.
3	Suggested to substitute another paper instead of Entrepreneurial Development	The BOS is working on this suggestion

4	Requested for more workshops and guest lectures for practical knowledge and experiential learning	Experts from the field of Psychology addressed the students in workshops, seminars and guest lectures to help in gaining field exposure
5	Corporate related counselling papers were suggested	Organizational behaviour was introduced instead of Introduction to management.
6	Application based questions to be asked in exams and assignments.	Case study, case lets, quizzes and innovative questions included in the ICA and assignments.
7	Case studies and content on HR on recent topics like HR - BP can be included in the course	HR Business Partnership in the current age and strategic HR, concepts, and skills relevant to this trend with the help from experienced and buddy HRs in the current corporate fields were focused and incorporated with the curriculum as a way of providing a certain adequacy of preparation for the students



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## FACULTY MEMBERS' FEEDBACK ANALYSIS REPORT FOR THE YEAR 2019-2020

The faculty members of the college have made in a practice to conduct course coordination meetings once in a year apart from the Internal Board of Studies with the concerned discipline. These meetings were focused on qualitative improvement in content, activities for the Theory/Practical courses and other aspects related to curriculum.

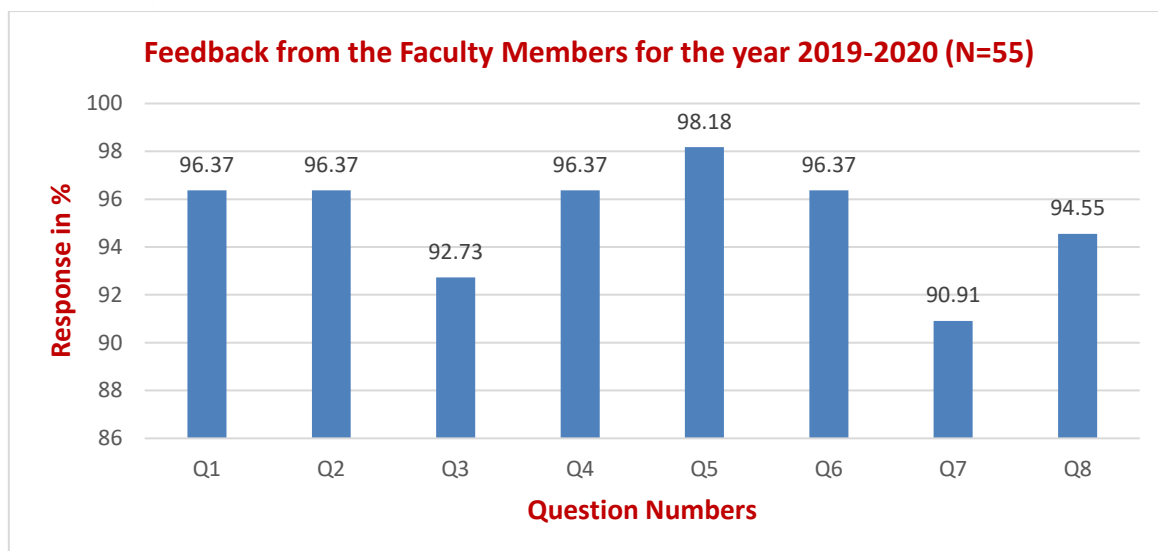
During these meetings, the faculty members were expressed their feedback/suggestions on the teaching-learning process; and the same would be debated and discussed. At the end of the discussions, the feedback is collected from the faculty members on improvement of the Programme Scheme, Theory courses, Practical Courses.

The appropriate suggestions made by the faculty members are put forward to the Board of Studies and Academic council for implementation. Based on the feedback obtained on teaching-learning process, a course teacher is empowered to revise the contents of the course after the deliberations in the Board of Studies meeting.

### FACULTY MEMBERS' FEEDBACK FORM

Q.No	Description	Q.No	Description
1	The curriculum is up to date.	5	The curriculum offers opportunities for self-learning.
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IQAC of Madras School of Social Work has received the 55 responses from the faculty members. It was analysed and cull out the suggestions to place it on the different committees and authorities. The action taken on the suggestions given by the faculty members are given below...,

**ACTION TAKEN REPORT OF THE FACULTY MEMBERS' FEEDBACK 2019-2020**

S.NO	FEEDBACK	ACTION TAKEN
1	Both the UG & PG faculty members requested for SWAYAM online course for the advanced learners.	Specialization wise the topics suggested for the students from the SWAYAM & NPTEL platform
2	Extra credit course by online courses were recommended.	MOOC course were suggested for students to earn extra credits.
3	Need to include Data Analysis using SPSS/AMOS	It was included in Research Methodology paper also SPSS Workshop is been conducted every year
4	Suggested that to include the Ability Enhancement Courses (AEC) like..., Green HRM and Effective Communications	Everything was incorporated into the syllabus after the deliberations in BOS.
5	Introduction of latest technologies like LMS and other MOOC Platform options	After conducting the Faculty Development Programme on handling LMS and MOOC courses. Management has increased the budget for augmenting of ICT tools.



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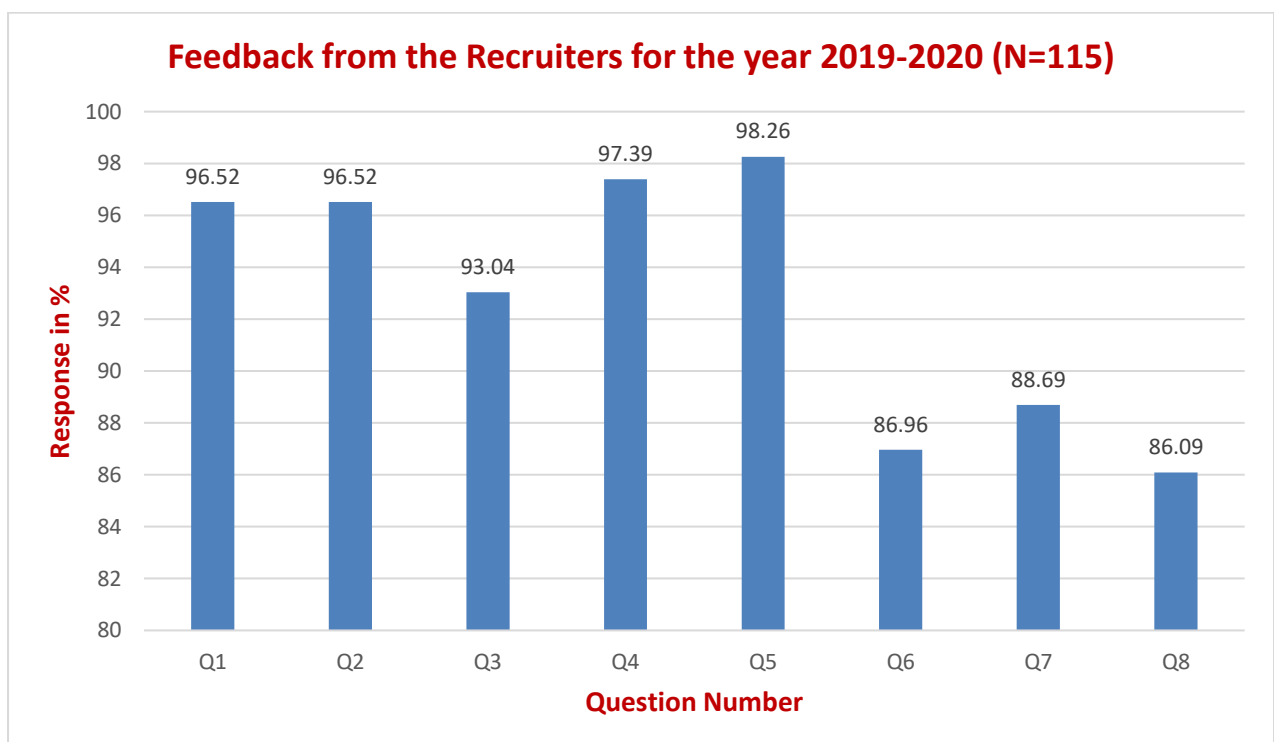


## EMPLOYERS' FEEDBACK ANALYSIS REPORT FOR THE YEAR 2019-2020

IQAC Summarized the report based on the feedback received from the employers and recruiters of the outgoing students and it was found that employer showed their satisfaction level for the availability of choices of course in the schemes. 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. The other responses are discussed as below....,

### EMPLOYERS' FEEDBACK FORM

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)
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## ACTION TAKEN REPORT OF THE EMPLOYERS' FEEDBACK

S.NO	FEEDBACK	ACTION TAKEN
1	The recruiters from all companies and other industries suggested that the students need to be more participative and enthusiastically work as a team towards achieve more.	The soft skill training focussed more on participative games and team building
2	Out bound training was suggested for students for team building	Students were given exposure on OBT for short term training.
3	Inclusion of the concept of Artificial Intelligence, Big Data Analysis, Office Report writing, Proposal Writing, Ethics in Business Research into the syllabus.	Incorporated into the Syllabus of 2020-21 and organised more seminars in collaboration with Industrial experts on these topics.
4	Suggested that Skill development to be focussed on Analytical/ problem solving / Critical thinking / Innovative skills.	Boot-Camp concept introduced and practical training has been given to the students.



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## ALUMNI'S FEEDBACK ANALYSIS REPORT FOR THE YEAR 2019-2020

The flexibility provided in the curriculum for developing the skills in multidisciplinary fields was appreciated by MSSW-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 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.

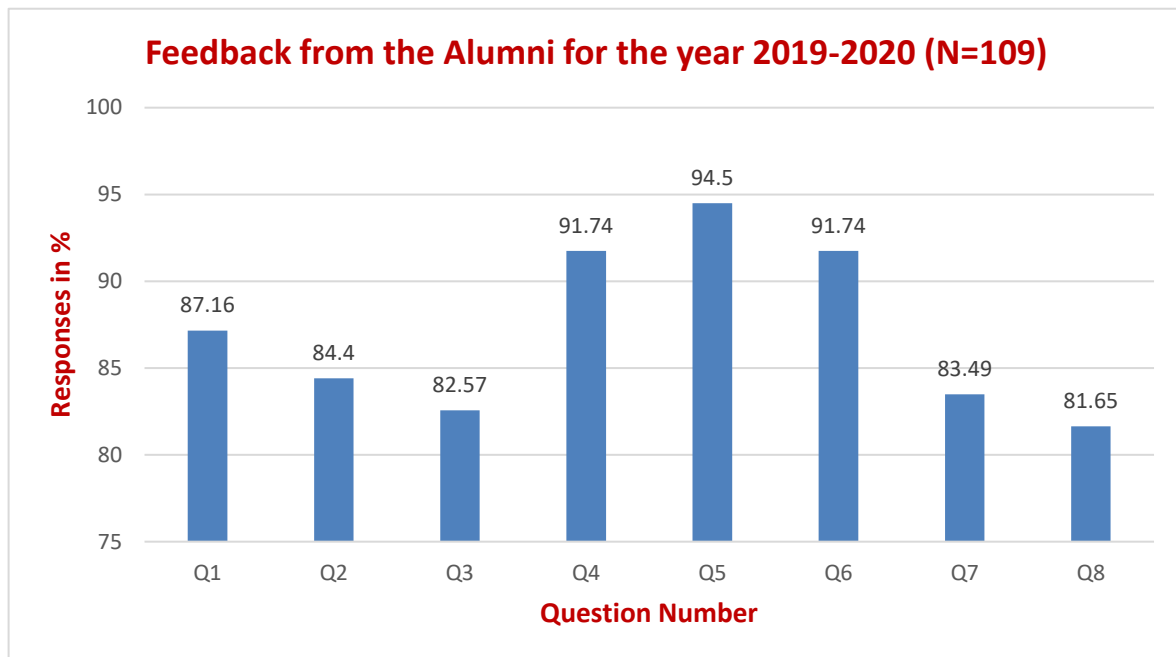
Sufficient input of professional enhancement activities and courses is provided which helps students to get better placements. There is a continuous improvement in the quality of education and market awareness among students. In addition to this providing, more industry-specific inputs in the curriculum 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.

### ALUMNI'S FEEDBACK FORM

Q.No	Description	Q.No	Description
1	The curriculum is up to date.	5	The curriculum offers opportunities for self-learning.
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On two occasions in the year, alumni of Madras School of Social Work have gathered to share their experiences with other alumni. It is remarkable moment for them to celebrate their college hood days' experiences with other class-mates in the campus. And involved in the discussion for developing the college in all aspects. At the end of the sessions collected the

filled responses of the feedback form from them. And collected through google form from certain notorious alumnus. The feedback analysis has given as under....



#### ACTION TAKEN REPORT OF THE ALUMNI'S FEEDBACK FOR THE YEAR 2019-2020

S.NO	FEEDBACK	ACTION TAKEN
1	Training programme may be organised to improve the placement opportunities	The placement cell organised various kinds of training programme
2	Suggested to increase the placements opportunity for Community Development & Medical & Psychiatric specializations in Social Work Stream and adding more number of Recruiters from alumnus of the college in the prospective list.	The Placement cell invited the new organisation to recruit CD & MPSW Students. Conducted more placements drive in tie-up with Alumni,
3	Make 2 months' summer internship as it gives ample time to learn and create an impression in the organization.	Converted Concurrent III into Block III in the respective course – Industry Institute Interface



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