



# MADRAS SCHOOL OF SOCIAL WORK

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## Key Indicator - 6.5 Internal Quality Assurance System

### 6.5.2. The institution reviews its teaching learning process, structures & methodologies of operations and learning outcomes at periodic intervals through IQAC set up as per norms

*Describe any two examples of institutional reviews and implementation of teaching learning reforms facilitated by the IQAC within a maximum of 500 words each*

IQAC has spearheaded the improvement of teaching-learning processes through obtaining feedback from all stakeholders including students, parents, alumni, industry experts and academic peers. Annual academic audits are conducted with the help of external academic peers who visit all departments and provide a comprehensive assessment of the teaching learning process implemented by the departments.

- A. **Student Satisfaction Survey:** This survey is conducted at the end of every semester with all enrolled students. A **questionnaire** consisting of 17 items covering the faculty competencies as well as course progression and curriculum design is given online and students can give **feedback anonymously**. The results are tabulated to give **ratings of the course and the faculty** for each of the item. The rating of the students is communicated to the concerned faculty at the end of the academic year. The survey also has a section on **quality improvements** in maintenance of infrastructure, the results of which are communicated to the administration. Students are able to download hall tickets only after the completion of the feedback activity available on their ERP and only after completion of the activity. This **ensures that all students participate** in the survey. The timing of the survey at the end of each semester also ensures that they are able to give valid observations.
- B. **Learning Management System:** In this digital age, online mode of managing the teaching-learning process has assumed significance. IQAC at MSSW has been engaged with the need to leverage the power of online platforms to facilitate teaching -learning process. A series of faculty development programmes were implemented on e-learning and online courses:
- i. Outcome based education and online teaching
  - ii. Recent trends in online teaching and cyber security
  - iii. Online examinations
  - iv. MOOCs course design and Development
  - v. Student centered learning
  - vi. Innovative Teaching technologies
  - vii. Advanced teaching learning methods – use of technology

IQAC also felt the need to introduce a **Learning Management System**, which will facilitate seamless blending of on-campus and online teaching learning processes. After a long process of review, it was decided to implement **Moodle** powered at MSSW. **Faculty and students were trained** in the use of the LMS platform and faculty have adopted its use. This has added great value to the process through which resource material are shared, communication between teacher and student is streamlined, assignments and expectations are clearly shared and the possibility of using a wide variety of evaluation methods has opened up.

[402 words]