



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

CRITERION 1 – 1.4. FEEDBACK SYSTEM OF THE INSTITUTION

METRIC NO 1.4.2 – THE FEEDBACK SYSTEM OF THE INSTITUTION

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

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

And feedback is collected, analysed and action taken report made available on website for academic year 2016- 2017, 2017 -2018, 2018-2019, 2019 – 2020 and 2020-2021.

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29/11/2021
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Re - accredited by NAAC with 'A' Grade

1.4.2: FEEDBACK AND ACTION TAKEN REPORTS FOR THE VARIOUS DEPARTMENTS OFFERED BY THE INSTITUTION

2018 -2019

1. STUDENTS FEEDBACK & ACTION TAKEN REPORTS FOR VARIOUS DEPARTMENT

S.NO	FEEDBACK	ACTION TAKEN
DEPARTMENT OF SOCIAL WORK		
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.
DEPARTMENT OF PSYCHOLOGY		
1	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
2	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.
3	Language papers were suggested to revise.	Content was added as suggested in English papers.
DEPARTMENT OF MA HRM		

1	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
2	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.

DEPARTMENT OF MA HR & OD

1	Courses improving analytical skills, case study, self-study and application based topics can be included to a larger extent.	Modification of content in Human Resource Management and Performance Management was carried out.
2	Skill based topics in the curriculum that will help in placements.	Aptitude, Resume Building, Interview Skills and Group Discussion.
3	Out bound training can be shifted to a more feasible time of the semester to space out the academic activities and enable better concentration and learning during the same.	Out bound training was planned in the academic activity during a spaced out schedule of the third semester.

DEPARTMENT OF DEVELOPMENT MANAGEMENT

1	Introduce Folk Art Training	The folk art training conducted through soft skills.
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DEPARTMENT OF MA SOCIAL ENTREPRENEURSHIP

The department was started in 2017 as a new program at MSSW. Therefore feedback was not collected from the students.

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2. TEACHERS FEEDBACK & ACTION TAKEN REPORTS FOR VARIOUS DEPARTMENT

S.NO	FEEDBACK	ACTION TAKEN
DEPARTMENT OF SOCIAL WORK		
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 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.
DEPARTMENT OF PSYCHOLOGY		
1	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.
2	New course was suggested like Research methods and Consumer behaviour and Marketing.	Research Methods, consumer behaviour and marketing courses were introduced
DEPARTMENT OF MA HRM		
1	Inclusion of Big Data and Data Science were requested by the internal & external faculty	Discussions are on, it will be incorporated soon.
DEPARTMENT OF MA HR & OD		
1	Review of the time period of Internship duration.	Concurrent was converted in block internships for extended exposure and work assignments.
2	To review all teaching methodologies in concurrence with the objectives based on bloom's taxonomy.	A review by adding new, practical and application oriented learning and teaching methodologies were included and implemented.

DEPARTMENT OF MA SOCIAL ENTREPRENEURSHIP

1	Introducing Journal articles as references was suggested for tracking the current trends and developments in the social entrepreneurship sector.	Journal articles are included in the Included in the list of references.
2	In Development Economics Core paper, it was suggested to include Indian economy and inclusive growth.	Included in the syllabus from the academic year 2019-20 (Ref BOS 2019)3
3	Design Thinking, IOT	Included in the syllabus from the academic year 2019-20 (Ref BOS 2019)

DEPARTMENT OF DEVELOPMENT MANAGEMENT

There were no feedback since the syllabus is serves the students needs.



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3. EMPLOYERS FEEDBACK & ACTION TAKEN REPORTS FOR VARIOUS DEPARTMENT

S.N	FEEDBACK	ACTION TAKEN
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DEPARTMENT OF SOCIAL WORK		
1	Recommended to share the Field Work Manual with the organisations during the students' internships/field work/ Any other studies	The department had 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.
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DEPARTMENT OF PSYCHOLOGY

1	Add more number of skill development courses to catalyse the students' learning behaviour 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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DEPARTMENT OF MA HRM

2	Practical challenges faced in the industry have to be part of our teaching. Latest trends and technology intervention in HR should be part of our subject.	All the latest concepts/trends in different courses were incorporated in the respective courses.
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3	By giving students assignments through an experiential learning format. And leverage their industry expertise through connects with leaders in the field.	Included in the syllabus as part of THA and in class assignments.
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4	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)
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DEPARTMENT OF MA HR & OD

1	Modifications of content in Organizational Behaviour, Industrial Relations and Learning & Development was suggested.	A modification of content in Organizational Behaviour, Industrial Relations and Learning & Development was implemented.
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DEPARTMENT OF DEVELOPMENT MANAGEMENT

There was no feedback from employer for the 2018-2019.

DEPARTMENT OF MA SOCIAL ENTREPRENEURSHIP

Since the department was started in 2017, feedback was not collected from employers.

Dr. S. Raja Samuel

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4. EMPLOYERS FEEDBACK & ACTION TAKEN REPORTS FOR VARIOUS DEPARTMENT

S.NO	FEEDBACK	ACTION TAKEN
DEPARTMENT OF SOCIAL WORK		
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.
DEPARTMENT OF PSYCHOLOGY		
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.
DEPARTMENT OF MA HRM		
	More workshops regarding sourcing process as it a basic HR function.	Incorporated the revision of contents in the course - Strategic HRM
	More certificate course or soft skill for MS Excel and HRMS	Workshops on Advanced Excel and SPSS was organised for the final year students.
DEPARTMENT OF MA HR & OD		
	Internship/field work duration to be changed.	Modification was done accordingly for extended period of learning.
	Employability related topics in MS-Excel like Pivot tables and V-LOOKUP to be added.	Specified topics and more topics that will help the daily professional and technical work of the students were added in curriculum.

DEPARTMENT OF DEVELOPMENT MANAGEMENT

There was no feedback given by the Development Management.

DEPARTMENT OF MA SOCIAL ENTREPRENEURSHIP

Since the department was started in 2017, there were no alumni for the department.



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