



MADRAS SCHOOL OF SOCIAL WORK

(An Autonomous Institution Affiliated to the University of Madras)

32, Casa Major Road, Egmore, Chennai 600 008
College Off. : 28192824 / 5126 Principal : 28195125
E-Mail : principal@mssw.in Website : www.mssw.in

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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No.32, Casa Major Road,
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MADRAS SCHOOL OF SOCIAL WORK

32, Casa Major Road, Egmore, Chennai – 08, Tamil Nadu State

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(Accredited by NAAC with 'A' grade in 2016)



STAKEHOLDERS FEEDBACK & ANALYSIS REPORT

2017-2018



MADRAS SCHOOL OF SOCIAL WORK

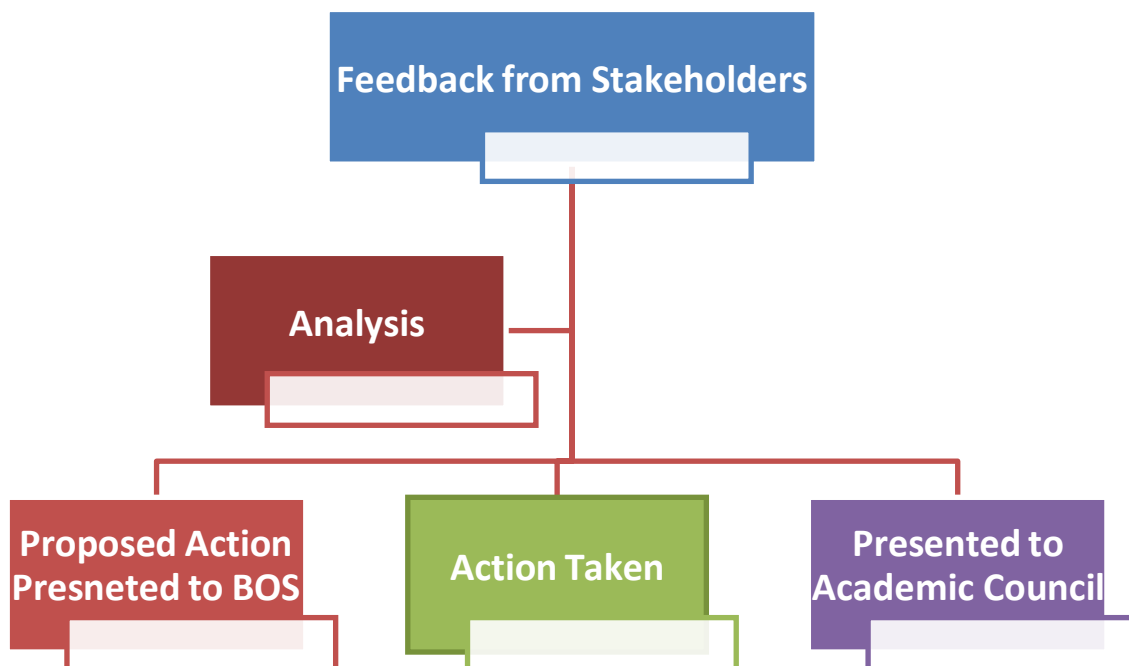
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STRUCTURED STAKEHOLDERS' FEEDBACK, ANALYSIS AND ACTION TAKEN REPORT 2017 -2018

Madras school of social work (MSSW) always fosters the best teaching learning processes. The college encourages to adopt relevant, flexible, competent curriculum across all the programmes, offered by different departments. With this objective, The College has an effective mechanism to seek feedback from different stakeholders like students, teachers, employer and alumni. The feedback received is analyzed and action is taken to improve the teaching learning processes and experience of the stakeholders.



STUDENT FEEDBACK

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.

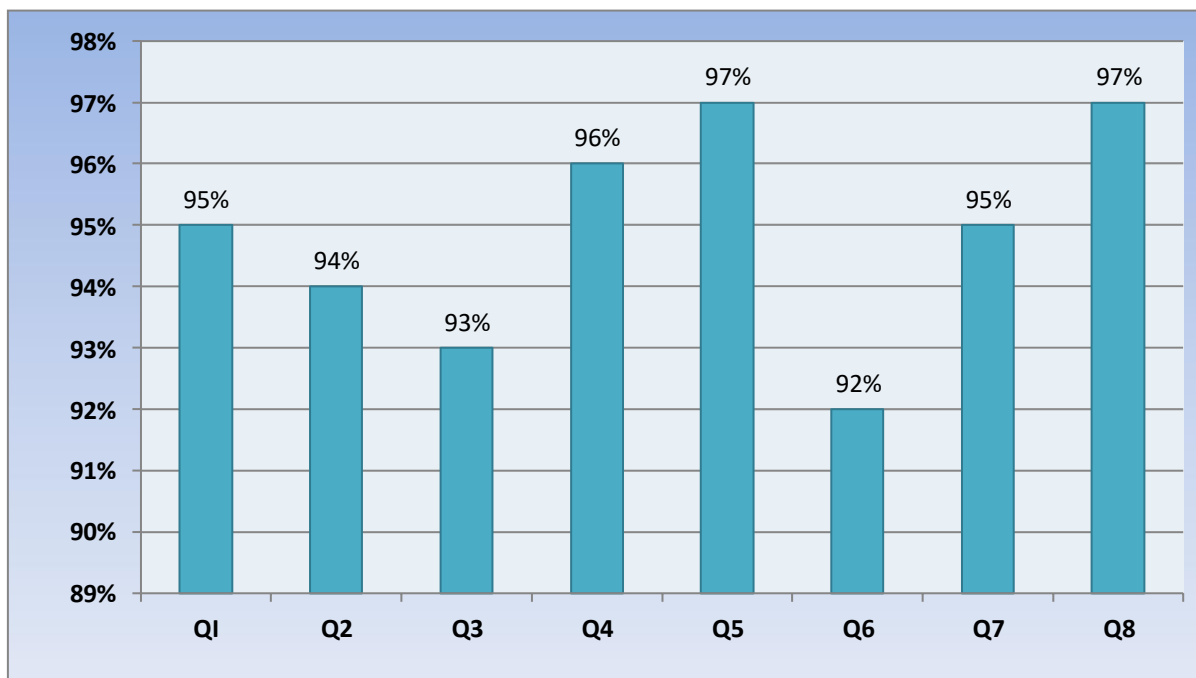
The college has offers 6 PG programs and 2 UG programs. The feedback of the student given below for all the programmes for the year 2017 -2018. Majority 90 - 95 percent of the respondents strongly agreed for the statement given in the structured students' feedback and additional suggestions also given 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.

STUDENTS'S FEEDBACK FORM						
Q.NO	Description	Rating				
		SA	D	N	SD	D
1	The curriculum is up to date.					
2	The curriculum is well structured.					
3	The curriculum offers adequate overview of local, regional, national and international issues.					
4	Courses offer an in-depth exposure to the subject.					
5	The curriculum offers opportunities for self-learning					

6	The curriculum is useful for skill development. (Analytical problem solving / Critical thinking / Innovative skills)					
7	The curriculum is adequate from the point of Employability					
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 2017-2018



Observation:

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 guest lectures and workshops, etc. during the session 2017-18.



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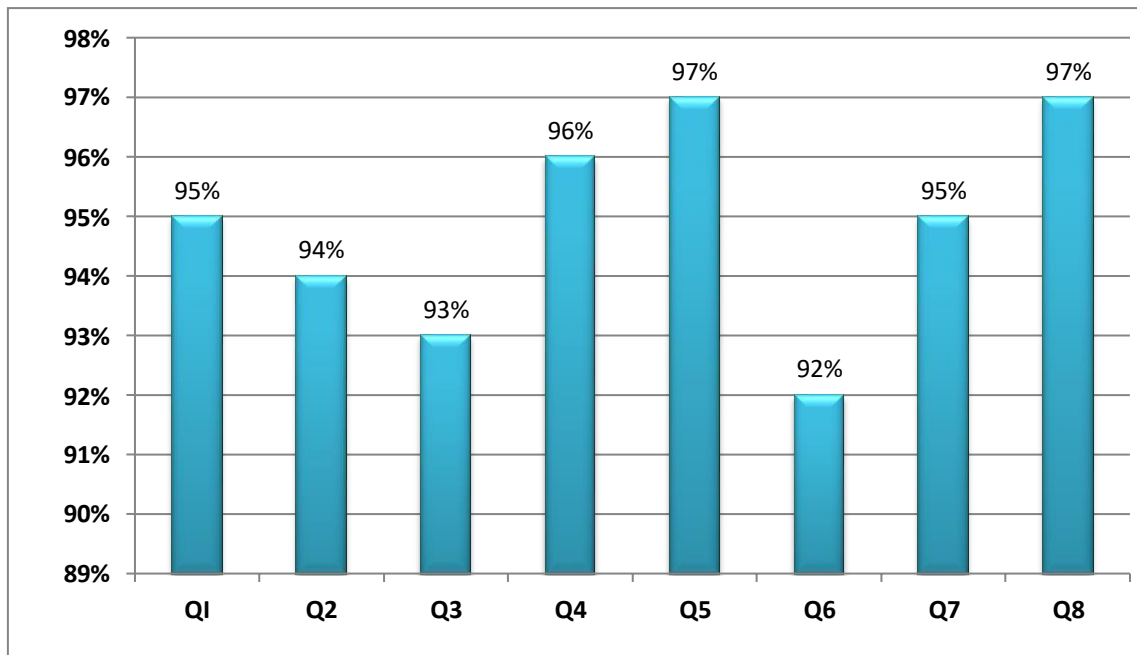
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FEEDBACK FROM FACULTY MEMBERS

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.

TEACHERS'S FEEDBACK FORM																																																																	
Q.NO	Description	Sample form																																																															
1	The curriculum is up to date.	<p style="text-align: center;">MADRAS SCHOOL OF SOCIAL WORK (An Autonomous Institution affiliated to the University of Madras) 32, Cross Major Road, Egmore, Chennai - 600 008 Re - accredited by NAAC with 'A' Grade</p> <p style="text-align: center;">STRUCTURED TEACHERS' FEEDBACK FORM FOR DESIGN & REVIEW OF SYLLABUS - (2017-2018)</p> <p>Name: <u>D. S. Lakshmi</u> Academic Year: <u>2017-2018</u> Department: <u>PSLW (A)</u> Year / Semester: <u>III (1-2)</u> Register No: _____</p> <p style="text-align: center;">Give your valuable feedback on the curriculum for review of syllabus / to improve quality of the programme</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>S.No</th> <th>Assessment Parameters</th> <th>Strongly Agree</th> <th>Agree</th> <th>Neutral</th> <th>Strongly disagree</th> <th>Disagree</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>The curriculum is up to date.</td> <td style="text-align: center;">✓</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>2</td> <td>The curriculum is well structured.</td> <td></td> <td style="text-align: center;">✓</td> <td></td> <td></td> <td></td> </tr> <tr> <td>3</td> <td>The curriculum offers adequate overview of local, regional, national and international issues.</td> <td></td> <td style="text-align: center;">✓</td> <td></td> <td></td> <td></td> </tr> <tr> <td>4</td> <td>Courses offer an in-depth exposure to the subject.</td> <td style="text-align: center;">✓</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>5</td> <td>The curriculum offers opportunities for self-learning.</td> <td style="text-align: center;">✓</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>6</td> <td>The curriculum is useful for skill development. (Analytical problem solving / Critical thinking / Innovative skills)</td> <td style="text-align: center;">✓</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>7</td> <td>The curriculum is adequate from the point of view of employability.</td> <td></td> <td style="text-align: center;">✓</td> <td></td> <td></td> <td></td> </tr> <tr> <td>8</td> <td>The curriculum helps in bridging the gap between academia and fields.</td> <td></td> <td style="text-align: center;">✓</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>Suggestions: (New subjects, Uncovered Topics, Obsolete topics, field work focus etc.) <u>Nil</u></p> <p>Signature: <u>J. K. J.</u></p>	S.No	Assessment Parameters	Strongly Agree	Agree	Neutral	Strongly disagree	Disagree	1	The curriculum is up to date.	✓					2	The curriculum is well structured.		✓				3	The curriculum offers adequate overview of local, regional, national and international issues.		✓				4	Courses offer an in-depth exposure to the subject.	✓					5	The curriculum offers opportunities for self-learning.	✓					6	The curriculum is useful for skill development. (Analytical problem solving / Critical thinking / Innovative skills)	✓					7	The curriculum is adequate from the point of view of employability.		✓				8	The curriculum helps in bridging the gap between academia and fields.		✓			
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RESPONSES FROM THE TEACHERS' FOR THE YEAR 2017-2018



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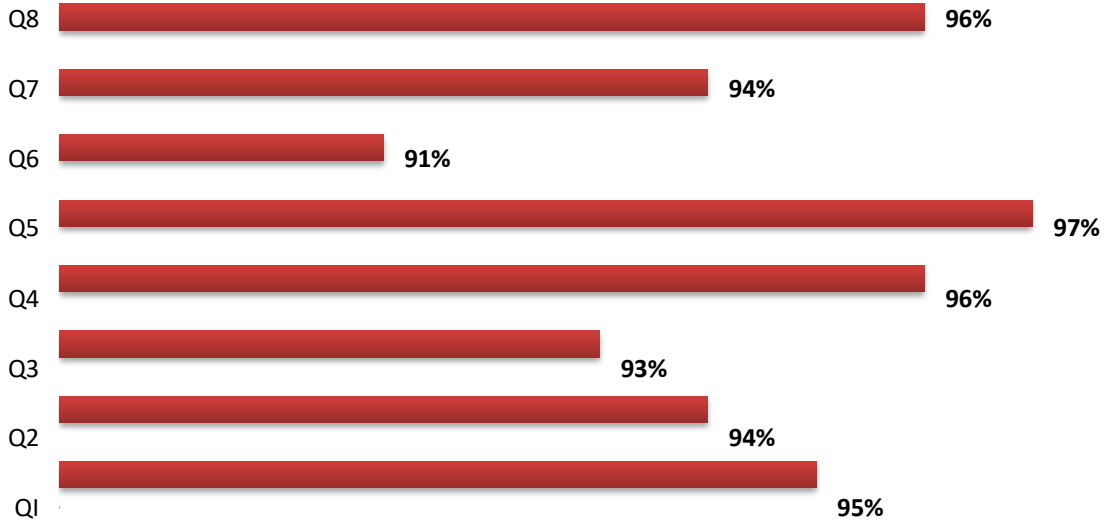
FEEDBACK FROM EMPLOYER

Based on the feedback received it is summarized that employers show 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.

EMPLOYER'S FEEDBACK FORM						
Q.NO	Description	Rating				
		SA	D	N	SD	D
1	The curriculum has enabled the students to be competent, employable new recruits.					
2	The curriculum is well structured.					
3	The curriculum offers adequate overview of local, regional, national and International issues.					
4	The curriculum has enabled to offer opportunities for self-learning.					
5	The curriculum offers opportunities for self-learning.					
6	The curriculum has enabled the students' skill development (Analytical problem solving / Critical thinking / Innovative skills)					
7	The curriculum is adequate from the point of view of employability.					
8	The courses have enabled the students to help in bridging the gap between academia and fields.					

RESPONSES FROM THE EMPLOYERS' FOR THE YEAR 2017-2018

EMPLOYER'S FEEDBACK



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STRUCTURED EMPLOYER FEEDBACK FORM FOR DESIGN & REVIEW OF SYLLABUS

Name	M.Gnanavignesh
Designation	Project Co-ordinator
Company	FamilNadu Foundation
Feedback pertaining to graduates of	MA Development Management
E-mail ID	Vickykathir95@gmail.com
Contact Number	7373176242

Give your valuable feedback on the curriculum for review of syllabus / to improve quality of the programme.

S.No	Assessment Parameters	Strongly Agree	Agree	Neutral	Strongly disagree	Disagree
1	The curriculum has enabled the students to be competent, employable new recruits.			✓		
2	The curriculum is well structured.		✓			
3	The curriculum offers adequate overview of local, regional, national and International issues.			✓		
4	Courses offer an in-depth exposure to the subject.		✓			
5	The curriculum has enabled to offer opportunities for self learning.			✓		
6	The curriculum has enabled the students' skill development (Analytical problem solving / Critical thinking / Innovative skills)			✓		
7	The curriculum is adequate from the point of view of employability.			✓		
8	The courses have enabled the students to help in bridging the gap between academia and fields.			✓		

Suggestions: (New subjects, Uncovered Topics, Obsolete topics, field work focus etc.)

- Project proposal can be made as Individual paper (Subject).
- For Corporate Social Responsibility Subject Field visit could be made to get more exposure on this.

Signature:

Date: 09.04.2021

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FEEDBACK FROM ALUMNI

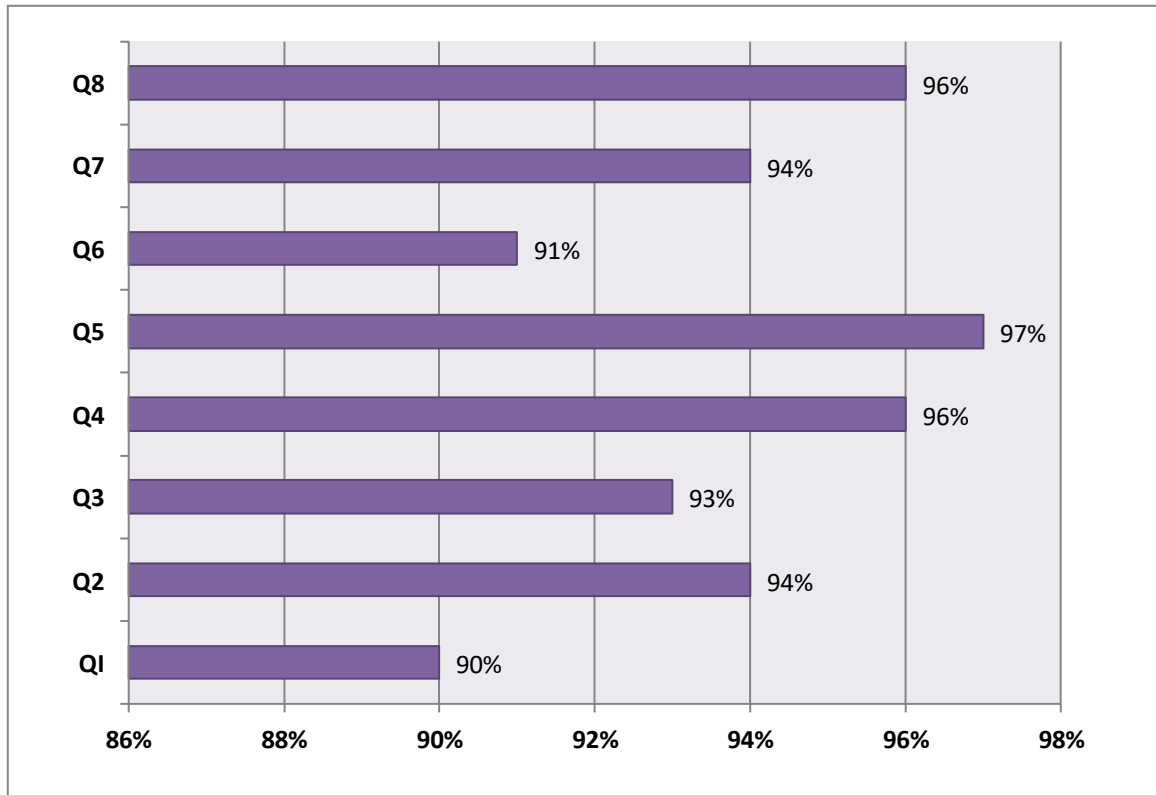
The flexibility provided in the curriculum to develop skills in multidisciplinary fields was appreciated by alumni. Student's needs are not only taken care of but customized the pedagogy for a better understanding of the subject. The flexible curriculum focuses greatly on skill development.

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.

		ALUMNI FEEDBACK FORM				
Q.NO	Description	Rating				
		SA	D	N	SD	D
1	The curriculum has enabled the students to be competent, employable new recruits.					
2	The curriculum is well structured.					
3	The curriculum offers adequate overview of local, regional, national and International issues.					
4	The curriculum has enabled to offer opportunities for self-learning.					
5	The curriculum offers opportunities for self-learning.					
6	The curriculum has enabled the students' skill development (Analytical problem solving / Critical thinking / Innovative skills)					
7	The curriculum is adequate from the point of view of employability.					
8	The courses have enabled the students to help in bridging the gap between academia and fields.					

RESPONSES FROM THE ALUMNI FOR THE YEAR 2017-2018



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