



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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1.4.2. THE FEEDBACK SYSTEM OF THE SYSTEM

Academic year 2016-2017

1. STUDENTS FEEDBACK & ACTION TAKEN REPORTS FOR VARIOUS DEPARTMENT

DEPARTMENT OF SOCIAL WORK

S.NO	FEEDBACK	ACTION TAKEN
1	Job oriented courses were requested	The basis of counselling paper Introduced for the MSW program.
2	Labour Legislation can be taught into two semesters for better understanding.	The curriculum of the Labour legislation paper restructured to meet the students demands.
3	The same Legislation should not be repeated	The entire curriculum corrected and repeated legislation removed.
4	Jon oriented soft skill were requested	In the soft skills syllabus included therapies and focussed group discussion

DEPARTMENT OF MAHRM

S.NO	FEEDBACK	ACTION TAKEN
1	Suggested for Club activities	Included Club activities in the programme
2	Suggested to add Elective paper	Included Electives Marketing/Finance

DEPARTMENT OF MA-HR&OD

S.NO	FEEDBACK	ACTION TAKEN
1	Subjects based on HR technology and Industrial HR to be introduced.	Introduction of Human Resource Accounting & Information System, and Industrial Health and Hygiene paper in the curriculum.
2	Courses improving analytical skills, case study, self-study and application based topics can be included.	Modification of content in Labour legislations, Fundamental of Accounting, Human Resource Management, Organizational Behaviour, Organizational Development and Learning and development was done. Neuro linguistic Programming was included as value added course.

3	Application based questions to be asked in exams and assignments.	Case study, case lets, quizzes and innovative questions included in the ICA and assignments. Topics that were included were HR Business Partnership in the current age and strategic HR, concepts, and skills relevant to this trend with help from experienced and fresher HRs in the current corporate fields, was focused and imbibed with the curriculum providing a certain adequacy of preparation for the students
4	Industry, Job based skills can be honed more through Industry experts	Soft skills topics were revamped accordingly, Guest lectures, seminars and short discussions and dialogues were included as part of the curriculum structure to meet this to a large extent.

DEPARTMENT OF PSYHOLOGY

S.NO	FEEDBACK	ACTION TAKEN
1	Papers on related to corporate were suggested.	The Internship and corporate related was exposure were introduced
2	The training module development was suggested to include counselling therapeutic techniques.	The curriculum was updated with specific counselling related techniques into training module development.

DEPARTMENT OF DEVELOPMENT MANAGEMENT

S.NO	FEEDBACK	ACTION TAKEN
2	Employability skills	Soft skills were organised on resume building, interview and group discussion skills
3	Field based training	Out bound training was organised for fieldexposure
4	Including community camps	Incorporated- Outbound training

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2. TEACHERS FEEDBACK & ACTION TAKEN REPORTS FOR VARIOUS DEPARTMENT

DEPARTMENT OF SOCIAL WORK

S.NO	FEEDBACK	ACTION TAKEN
1	Need to include national institutes for the disability paper	All the national institutes were incorporated in the respective course
2	Inclusion of SGD were requested by the internal & external faculty members	Included in the syllabus
3	Communication for social work title rephrased	Rephrased as "Sustainable Tourism"

DEPARTMENT OF MAHRM PROGRAM

S.NO	FEEDBACK	ACTION TAKEN
1	Need to include HR Analytics	HR Analytics included
2	Inclusion of R-Programming were requested by the internal faculty members	Due to resource constraints, it is still in discussion

DEPARTMENT OF MA-HR&OD

S.NO	FEEDBACK	ACTION TAKEN
1	For a better flow of learning certain topics can be moved into other units and certain papers to other semesters to prepare the students for interview and make them industry ready.	Compensation management shifted to third semester.
2	More time to be given for self-study, case analysis and discussion, practical situational analysis, awareness quizzes.	Self-study, case analysis and discussion, practical situational analysis, awareness quizzes included as teaching methodology and with allotted time for this as a part of the course structure.
3.	Recent laws and amendments can be included	Change of title with modification in content was done in Labour Legislations-Sexual Harassment Act, Fundamentals of Accounting and Financial Management and Learning & Development.
4.	Revision of content with practical	Revision of content in Organizational

	approaches and application to Industry.	Development I & II was carried out for this purpose.
5.	Problems can be introduced for an analytical approach in technical subjects.	In HRAIS problems for Human Resource Accounting was introduced.

DEPARTMENT OF PSYCHOLOGY

4S.NO	FEEDBACK	ACTION TAKEN
1	Ethics in Research need to be included in the Research Methodology paper.	Ethics in Research is included in the paper.
2	The title of the paper 'Counselling children with special needs' was suggested to change.	The title was changed as 'Counselling children with developmental disorders.
3	The paper experimental psychology was suggested to shift from semester V to Semester IV	The paper experimental psychology was included in semester IV.

DEPARTMENT OF DEVELOPMENT MANAGEMENT

4S.NO	FEEDBACK	ACTION TAKEN
1	Ethics in Research need to be included in the Research Methodology paper.	Ethics in Research is included in the paper.
2	The title of the paper 'Counselling children with special needs' was suggested to change.	The title was changed as 'Counselling children with developmental disorders.
3	The paper experimental psychology was suggested to shift from semester V to Semester IV	The paper experimental psychology was included in semester IV.

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3. EMPLOYERS FEEDBACK & ACTION TAKEN REPORTS FOR VARIOUS DEPARTMENT

DEPARTMENT OF SOCIAL WORK

S.NO	FEEDBACK	ACTION TAKEN
1	Need to include national institutes for the disability paper	All the national institutes were incorporated in the respective course
2	Inclusion of SGD were requested by the internal & external faculty members	Included in the syllabus
3	Latest legislation need to be included	Included in the syllabus in the respective course
4	Should develop "Soft skills culture" for the students where the focus should be on "communication skills, cultural adaptability, leadership skills, Mobility"	Included in the soft skills syllabus

DEPARTMENT OF MA HR & OD

S.NO	FEEDBACK	ACTION TAKEN
1	Industry oriented content to be added as a revision in the curriculum	A revision of contents in the following papers, HRM in 1 st semester, Performance Management in the 3 rd semester, soft skill syllabus for all the semesters
2	Introduce papers relating to HR and database Management involving applications.	Human Resource Information Systems in the subject HRIS was introduced.

DEPARTMENT OF MAHRM

4S.NO	FEEDBACK	ACTION TAKEN
1	Need to include a paper on Finance for HR Professionals	New course – Financial Management was introduced in the fourth semester of MAHRM curriculum.
2	Inclusion of Certificate course or Workshops/soft skill for MS Excel and HRMS	Certificate Courses, Workshops on Advanced Excel, Labour legislations, Taxation are arranged for the final year students.
3	Latest concepts to be included in	Revision of contents was made in the

HR related papers	respective courses like HRM and Training and development
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DEPARTMENT OF PSYCHOLOGY

S.NO	FEEDBACK	ACTION TAKEN
1	The practical exposure was suggested for every paper.	The assignments for internal assessments were designed to have practical exposure.
2	Suggested to incorporate a unit on research in cross cultural psychology also more reference books in the syllabus.	The research on cross cultural and more references were added in the syllabus.

DEPARTMENT OF DEVELOPMENT MANAGEMENT

S.NO	FEEDBACK	ACTION TAKEN
1	There is no suggestion from employer for the department M.A. Development Management	

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4. ALUMNI FEEDBACK & ACTION FOR VARIOUS DEPARTMENTS

DEPARTMENT OF SOCIAL WORK

4S.NO	FEEDBACK	ACTION TAKEN
1	Field updates were recommended	Incorporated in the respective course
2	Mini projects were recommended in field work practicum based on the need of the organisation .	Suggested to the students to do the mini project /mini research based on scope of the organisation.

DEPARTMENT OF PSYCHOLOGY

4S.NO	FEEDBACK	ACTION TAKEN
1	Field exposure visits were suggested.	The consecutive semester students were given exposure.
2	Counselling related value added or skill based short term certificate courses were asked for.	The Rehabilitation Psychology and marital counselling were provided.

DEPARTMENT OF MAHRM

4S.NO	FEEDBACK	ACTION TAKEN
1	Industry ready courses can be offered as Certificate courses	Certificate courses were launched for the students to equip themselves with the corporate requirements.

DEPARTMENT OF MA HROD

4S.NO	FEEDBACK	ACTION TAKEN
1	Intership/Field work during to be changed	Modification was done
	Innovative learning in the content of syllabus can be increased	Role-Play, Quiz and studing businss model was introduced

DEPARTMENT OF DEVELOPMENT MANAGEMENT

S.NO	FEEDBACK	ACTION TAKEN
1	There is no suggestion from employer for the department M.A. Development Management	

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