

MADRAS SCHOOL OF SOCIAL WORK

An autonomous institution affiliated to the University of Madras

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

(Accredited by NAAC with 'A+' grade in 2022)



STAKEHOLDERS FEEDBACK ANALYSIS AND ACTION TAKEN REPORT

2022-2023

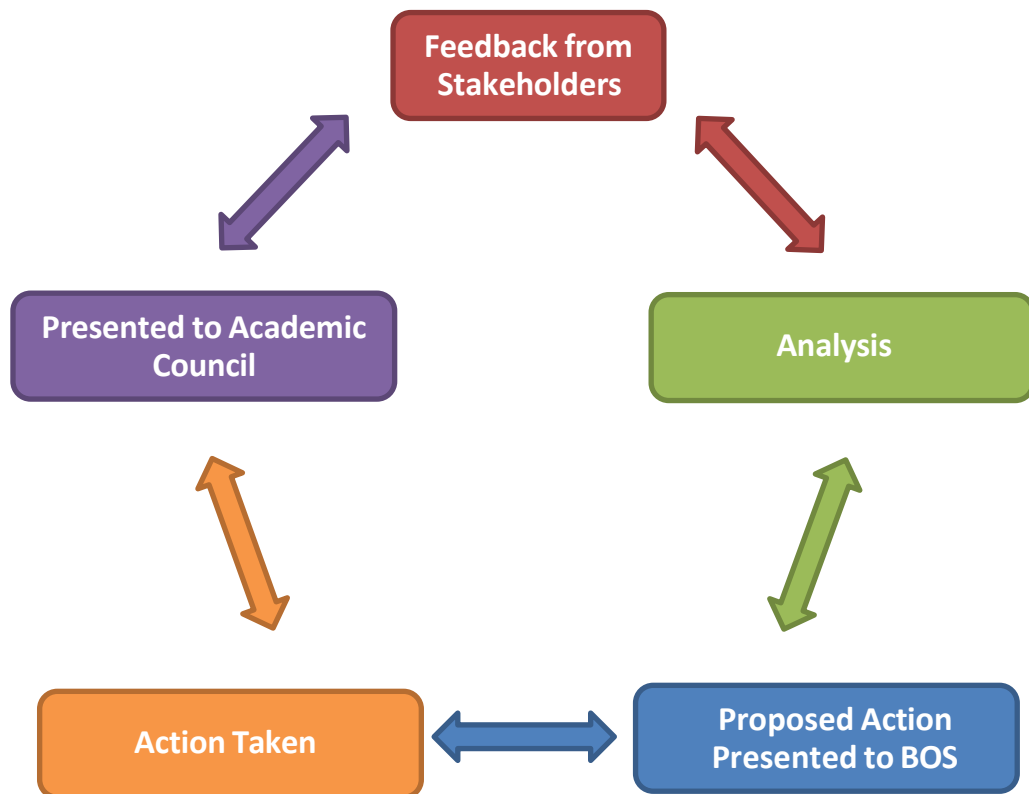


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STRUCTURED STAKEHOLDERS' FEEDBACK, ANALYSIS AND ACTION TAKEN REPORT FOR THE YEAR 2022-2023

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

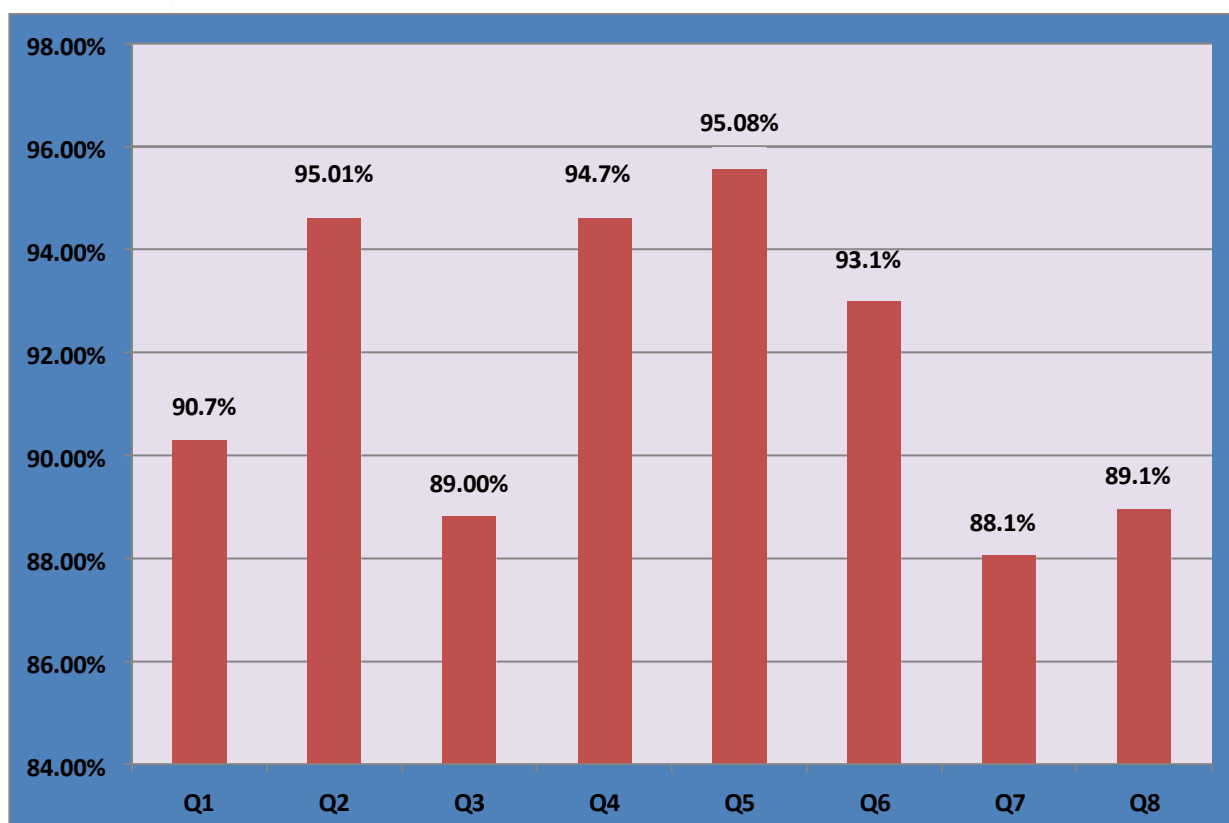
The college is using the Students' feedback as a base to make improvements in the existing system after reviewing and analyzing it carefully. The student's feedback questionnaire is attributing quantitative and qualitative answers, focused on the curriculum, quality of the in-course content, views about 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 8 PG programs and 2 UG programmes. The feedback of the student given below for all the programmes for the year 2022 - 2023. 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.					

The analysis for the students' Feedback



OBSERVATION

The feedback report ranged between 90-93 for MSW, MA HRM, MA HR&OD Programmes. 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 2022-23. 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 FEEDBACK

S.NO	FEEDBACK	ACTION TAKEN
1	Students suggested to incorporate common Programme outcomes designed for the UG & PG Psychology Syllabus	The department has incorporated common Programme outcomes designed for the UG & PG Psychology Syllabus through Board of Studies
2	Suggestions were made by the Students to introduce new topics such as Team Building Traits, Potential Realization and Design Thinking in the HRM Department	The Department has taken steps to incorporate the new topics in the upcoming year.
3	Suggestions were made to update the Syllabus in the BSW Programme.	Based on the inputs received, the curriculum of the BSW Programme was revised.
5	Suggestions were made that the Job/Skill oriented courses should be shifted as elective papers in each semesters so that the students will have the opportunity to select courses based on their interest.	This point will be considered during the syllabus revision discussion for next academic year



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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
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.

Analysis for the Teacher's Feedback



ACTION TAKEN REPORT FOR TEACHERS' FEEDBACK

Q. No	Feedback	Action taken
1	BoS Psychology recommended the Interdisciplinary course "Organizational Behaviour to be shifted to semester 2	As recommended the Interdisciplinary course "Organizational Behaviour to be shifted to semester 2.
2	BoS Psychology recommended to shift the Statistics Paper from 2 nd Semester to 1 st Semester as a Core paper	As recommended the Statistics Paper from 2 nd Semester to 1 st Semester as a Core paper.
3	The BoS of the Development Studies Department suggested that to merge the Indian Constitution course with Human Right Course	This point will be considered during the syllabus revision discussion for next academic year
4	The BoS of the Development Studies Department also suggested that the course Environment Management to be excluded as the same is covered in the Sustainable Development and UN SDGs.	This point will be considered during the syllabus revision discussion for next academic year
5	The BoS of the Social Entrepreneurship suggested that the department has to finalize the sequence of order of courses and to have a clarity on Boot camp	This point will be considered during the syllabus revision discussion for next academic year



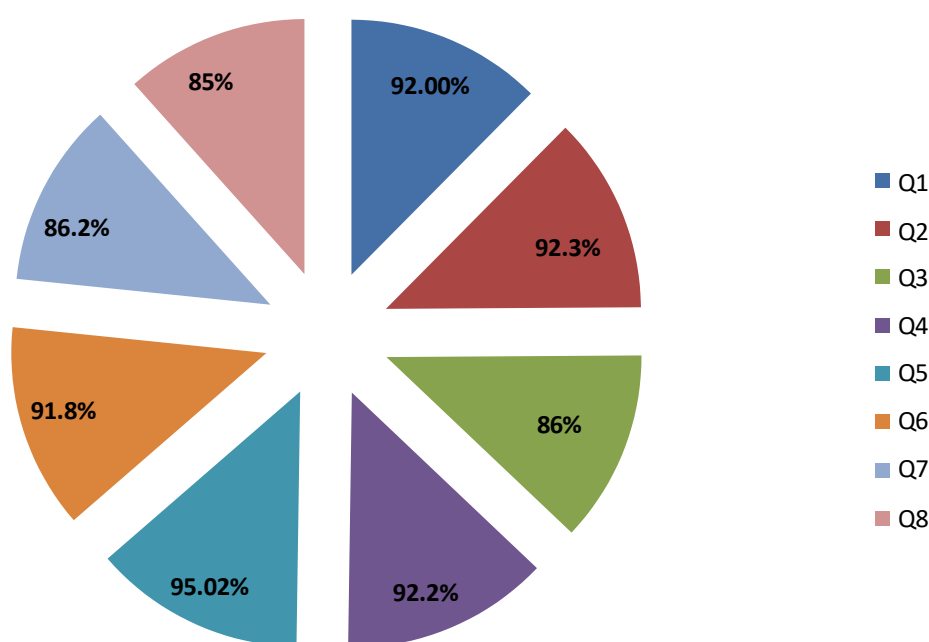
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FEEDBACK FROM EMPLOYER

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.

STUDENTS'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.					

Analysis for the Employers' Feedback



ACTION TAKEN REPORT FOR EMPLOYERS' FEEDBACK

S.NO	FEEDBACK	ACTION TAKEN
1	Suggestions were made to club the 4 th Semester III with 3 rd Semester's III (Industry Institute Interface) so as to increase the number of III days.	This point will be considered during the syllabus revision discussion for next academic year
2	Suggestions were made to offer Naan Mudhalvan Scheme for UG & PG Students as a course on Employability with 2 Credits	This point will be considered during the syllabus revision discussion for next academic year
3	Suggestions were made that weightage of assessment in BSW core paper should be given as 70% for theory and 30% for Practicum	This point will be considered during the syllabus revision discussion for next academic year
4	Suggestions were made to include topics like Small team management, Slag management system and project management tools in the Social Entrepreneurship Curriculum	This point will be considered during the syllabus revision discussion for next academic year



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FEEDBACK FROM ALUMNI

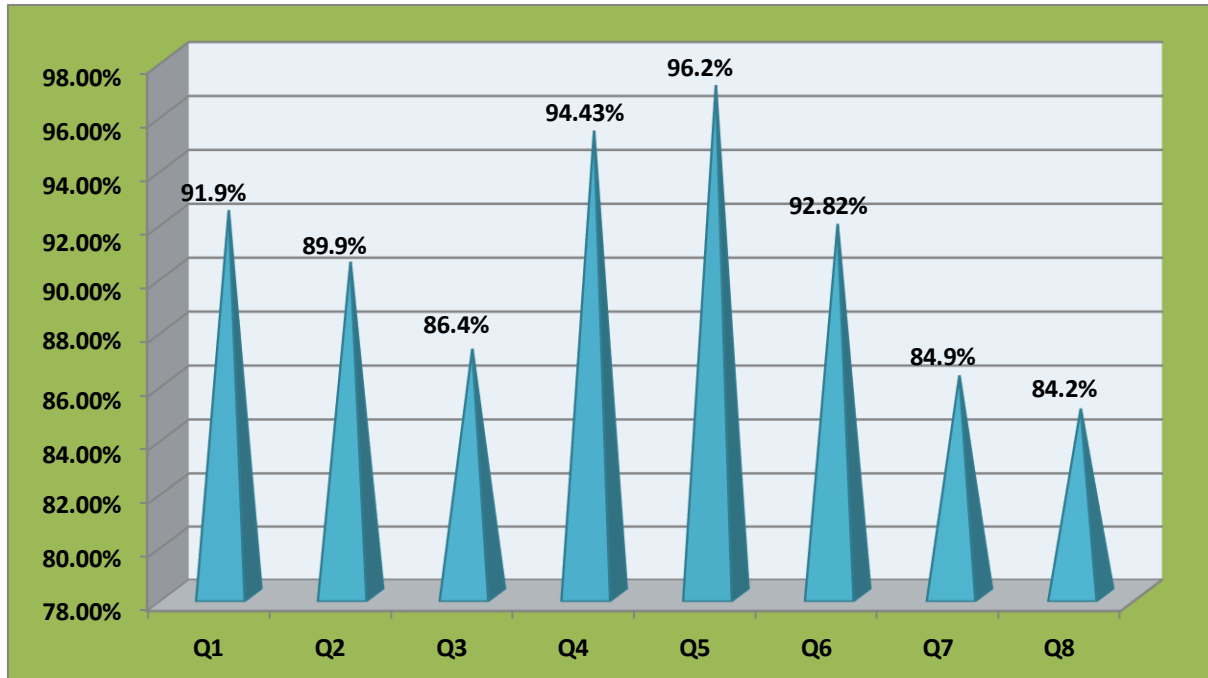
The flexibility provided in the curriculum to develop skills in multidisciplinary fields was appreciated by alumni. Student's needs are not only taken care of but customized the pedagogy for a better understanding of the subject. The flexible curriculum focuses greatly on skill development.

The curriculum is well mapped with the syllabus of competitive exams also. This 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.					

The analysis for the Alumni Feedback



ACTION TAKEN REPORT FOR ALUMI FEEDBACK

S.NO	FEEDBACK	ACTION TAKEN
1	Suggestions were made to included relevant local policies such as TN Start up policy and Green Policy	This point will be considered during the syllabus revision discussion for next academic year
2.	Include the topic Heroic Leadership as a course in the Social Entrepreneurship department.	-do-
3.	Internship opportunities should be explored in various international organizations to get more field exposure.	-do-
4.	Students need to be trained in assertive articulation on Social Entrepreneurship ethical values, Brand Communication and labeling ethics	-do-



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