MADRAS SCHOOL OF SOCIAL WORK
Accredited by NAAC with 'A+'Grade
### 32, Casa Major Road, Egmore, Chennai - 600 008

Internal Quality Assurance Cell (IQAC)

Feedback
Action Taken Report
2023-2024

STRUCTURED STAKEHOLDERS' FEEDBACK, ANALYSIS AND ACTION TAKEN REPORT FOR THE YEAR 2023-2024

The college has implemented an effective system for gathering feedback from various stakeholders, including students, faculty, employers, and alumni. The feedback is thoroughly analysed, and appropriate actions are taken to enhance the teaching and learning processes, as well as the overall experience of all stakeholders involved.
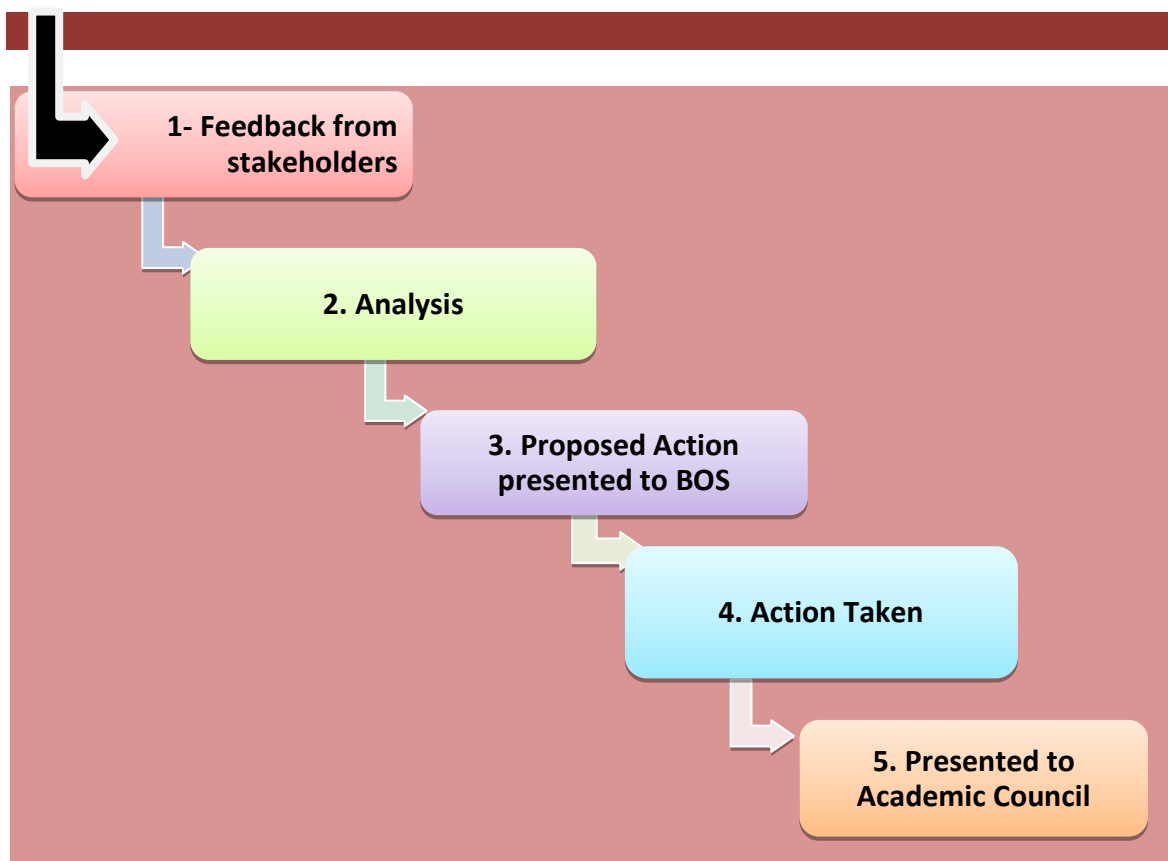
STUDENT FEEDBACK

The college utilizes student feedback as a foundation for making improvements to its existing systems, following a thorough review and analysis. The student feedback questionnaire includes quantitative and qualitative responses, focusing on key areas such as curriculum structure, quality of course content, perspectives on theoretical and practical knowledge, and employability. This survey is administered annually at the end of each term, allowing students to provide feedback and suggestions regarding the curriculum, teaching-learning processes, and co-curricular activities. After analysis, the feedback is shared with the relevant departments, and pertinent suggestions are forwarded to the academic council for potential implementation.

The college offers eight postgraduate (PG) programs and two undergraduate (UG) programs. For the academic year 2023-2024, 90-95% of respondents expressed strong agreement with the statements in the structured student feedback, along with providing additional suggestions. These suggestions were considered, and necessary course adjustments were made.

The analyzed feedback is then reviewed by the Board of Studies (BOS), which recommends changes or shifts in the course content. These recommendations are submitted to the academic council for formal approval, ensuring continuous curriculum improvement.

The analysis of the various programme given below in the table:

S.No	Assessment Parameters	MSW /BSW	M.Sc/ B.Sc	M.A HRM	M.A HR&OD	M.A. DM	M.A. Social Entre.
1	The curriculum is up to date.	95%	95%	95%	95%	95%	92%
2	The curriculum is well structured.	95%	95%	95%	95%	95%	90%
3	The curriculum offers adequate overview of local, regional, national and international issues.	90%	92%	93%	90%	92%	92%
4	Courses offer an in-depth exposure to the subject.	95%	94%	97%	98%	94%	90%
5	The curriculum offers opportunities for self-learning.	98%	97%	100%	95%	97%	97%
6	The curriculum is useful for skill development. (Analytical problem solving / Critical thinking / Innovative skills)	95%	95%	95%	90%	95%	95%
7	The curriculum is adequate from the point of Employability	95%	95%	93%	95%	80%	80%
8	The curriculum helps in bridging the gap between academia and fields.	90%	94%	95%	95%	94%	94%

ACTION TAKEN REPORT FOR SOCIAL WORK DEPARTMENT

S.NO	FEEDBACK	ACTION TAKEN
1	It was requested to invite industry experts to share their experiences on current issues.	In response, resource persons from various industries were invited to provide insights from their fields.
2	A request was made to introduce human rights certificate course	Consequently, human rights courses have been included as part of the certificate program.
3	was suggested to incorporate innovative practices	Students were encouraged to engage in innovative assignments as part of their learning
4	Request to offer a paper on CSR.	The Board of Studies members have decided to offer it starting from the academic year 2024.
5	'Basics of Counselling' could be offered as an elective	The Board of Studies members have decided to offer it starting from the academic year 2024.

ACTION TAKEN REPORT FOR PSYCHOLOGY DEPARTMENT

S.NO	FEEDBACK	ACTION TAKEN
1	Syllabus for Cross cultural psychology has less scope for counselling.	Multicultural counselling course was introduced
2	Students learn life skills in their UG. Requested to introduce a course focusing on community	Community counselling course was introduced

ACTION TAKEN REPORT FOR HRM DEPARTMENT

S.NO	FEEDBACK	ACTION TAKEN
1	Students wanted to have Design their own concepts.	Value Added Course conducted
2	Students wanted to have a topic on competence based HRM	Value Added Course conducted
3	Request was placed to bring lab-oriented session with lab facility for practical HR Analytics and other HR software courses	In response the department has been organising workshops alongside theory sessions to address the same.
4	Two months internship can be introduced to students for placement purpose	Board members decided to have two-month internship and executed same for third semester
5	Placements opportunities for the department can be Improved	Considering the same placement brochure was Prepared and improvements for placement visibility was made

FEEDBACK FROM FACULTY MEMBERS

Faculty members at the college conduct annual course coordination meetings focused on enhancing the quality of content, activities for theory and practical courses, and other curriculum-related aspects. During these meetings, faculty provide feedback and suggestions regarding the teaching-learning process, which are thoroughly discussed and debated. Feedback is also collected on program schemes, theory courses, and practical courses. Relevant suggestions are forwarded to the academic council for consideration and implementation. Based on the feedback received during the teaching-learning process, course instructors are empowered to revise course content after obtaining formal approval from the Chairman of the Board of Studies.

S. No	Assessment Parameters	MSW /BSW	M.Sc/ B.Sc	M.A HRM	M.A HR&OD	M.A. DM	M.A. SE
1	The curriculum is up to date.	95%	95%	95%	95%	95%	93%
2	The curriculum is well structured.	95%	95%	95%	95%	96%	92%
3	The curriculum offers adequate overview of local, regional, national and international issues.	90%	90%	95%	90%	95%	91%
4	Courses offer an in-depth exposure to the subject.	98%	98%	95%	98%	95%	96%
5	The curriculum offers opportunities for self-learning.	100%	100%	100%	95%	100%	94%
6	The curriculum is useful for skill development. (Analytical problem solving / Critical thinking / Innovative skills)	95%	95%	93%	98%	93%	93%
7	The curriculum is adequate from the point of Employability	95%	95%	95%	98%	95%	92%
8	The curriculum helps in bridging the gap between academia and fields.	90%	90%	95%	95%	95%	94%

ACTION TAKEN REPORT FOR SOCIAL WORK DEPARTMENT

S.NO	FEEDBACK	ACTION TAKEN
1	Recommended to website reference in the syllabus	The Board of Studies members have decided to offer it starting from the academic year 2024.
2	Recommended to latest update on rural development paper	The Board of Studies members have decided to offer it starting from the academic year 2024.
3	Suggested to incorporate the forest act in the Dalit and Tribal Development paper	The Board of Studies members have decided to offer it starting from the academic year 2024

ACTION TAKEN REPORT FOR PSYCHOLOGY DEPARTMENT

S.NO	FEEDBACK	ACTION TAKEN
1	Cognitive psychology paper has few topics which are already dealt in UG	Syllabus was revised and added few current topics

2.	Inputs from counselling practitioners is suggested for therapies	Value added course is conducted on therapeutic techniques. The resource persons are practitioners.

FEEDBACK ACTION TAKEN FOR HRM DEPARTMENT

S.NO	FEEDBACK	ACTION TAKEN
1	Students Social Responsibilities Initiatives to be conducted across all four semesters.	It has been incorporated in the syllabus.
2	Suggestions to introduce psychology related concepts in the course curriculum.	It has been incorporated in the syllabus.
3	Requested for two months internship	Board members decided to have two-month internship and executed same for third semester
4	Requested for visibility of department for benefit of placements	Department events and HR conclave was conducted wisely for visibility of department
5	Analytical knowledge of students should be improved for Research work	SPSS workshop is conducted for two days that helps students to complete their Research work productively

FEEDBACK FROM EMPLOYER

Based on the feedback received, employers' express satisfaction with the variety of course options available. The prescribed syllabi are deemed relevant for job acquisition and skill enhancement. Furthermore, the curriculum effectively narrows the gap between academia and industry.

S.No	Assessment Parameters	MSW	M.Sc	M.A. HRM	M.A. HR& OD	M.A. DM	M.A. SE
1	The curriculum has enabled the students to be competent, employable new recruits.	90%	95%	80%	90%	80%	90%
2	The curriculum is well structured.	92%	92%	90%	90%	90%	90%
3	The curriculum offers adequate overview of local, regional, national and international issues.	80%	89%	92%	85%	92%	85%
4	Courses offer an in-depth exposure to the subject.	94%	94%	87%	90%	87%	90%
5	The curriculum has enabled to offer opportunities for self-learning.	98%	98%	83%	95%	83%	95%

6	The curriculum has enabled the students' skill development (Analytical problem solving / Critical thinking / Innovative skills)	90%	90%	90%	95%	90%	95%
7	The curriculum is adequate from the point of view of employability.	90%	91%	67%	90%	67%	90%
8	The courses have enabled the students to help in bridging the gap between academia and fields.	81%	90%	67%	90%	67%	90%

FEEDBACK ACTION TAKEN FOR SOCIAL WORK DEPARTMENT

S.NO	FEEDBACK	ACTION TAKEN
1	Request to include CSR paper in the syllabus	The Board of Studies members have decided to offer it starting from the academic year 2024
2	The III Semester Concurrent Fieldwork Practicum could be converted into a Block Fieldwork Practicum	The Board of Studies members have decided to offer it starting from the academic year 2024

ACTION TAKEN REPORT FOR PSYCHOLOGY DEPARTMENT

S.NO	FEEDBACK	ACTION TAKEN
1	Suggested to incorporate practical or demo session in counselling	It was incorporated in case analysis I & II Papers as assignment

ACTION TAKEN REPORT FOR HRM DEPARTMENT

S.NO	FEEDBACK	ACTION TAKEN
1	Students should be given hands on experience on MS office tools	Value Added Course
2	Students should be trained in Legal compliances and digitization of IR	Industry connected; Alumni Connected initiated
3	Suggestions to bring new topics in the soft skills curriculum	Trendy and Industry ready topics were incorporated in the curriculum.
4	Suggestions to increase the number of days from 30 to 60 in the third semester internship pattern (III)	Two months internship was introduced.
5	Suggested to introduce psychology paper	Industrial psychology paper is introduced as per the board discussion and academic

			council approval
6	Hands on training is required for students for HR Analytics	Value added courses on HR Analytics conducted for students	
7	AI related paper need to be introduced	Based on discussion with Board members one unit on AI is included in HRIS paper	

FEEDBACK FROM ALUMNI

The curriculum's flexibility in fostering multidisciplinary skills has been well-received by alumni. It not only addresses student needs but also customizes teaching methods for better subject comprehension, with a strong focus on skill development.

The curriculum is aligned with competitive exam syllabi, aiding students in national and international exams. Preparatory classes further support exam readiness. Professional enhancement activities and courses are integrated to improve placement prospects, and continuous improvements in education quality and market awareness are evident.

To further bridge the gap between academia and industry, more industry-specific content can be included. Introducing compulsory mini-projects alongside theoretical subjects from the early years, along with frequent revisions, mock tests, and expert talks, will boost student confidence and engagement.

S.No	Assessment Parameters	MSW	M.Sc	M.A. HRM	M.A. HR & OD	M.A. DM	M.A. SE
1	The curriculum has enabled the students to be competent, employable new recruits.	85%	92%	50%	90%	80%	87%
2	The curriculum is well structured.	92%	98%	50%	95%	82%	86%
3	The curriculum offers adequate overview of local, regional, national and international issues.	83%	96%	50%	85%	86%	83%
4	Courses offer an in-depth exposure to the subject.	90%	94%	75%	90%	87%	82%
5	The curriculum has enabled to offer opportunities for self-learning.	98%	95%	75%	95%	88%	80%
6	The curriculum has enabled the students' skill development (Analytical problem solving / Critical thinking / Innovative skills)	90%	91%	75%	98%	86%	85%
7	The curriculum is adequate from the point of view of employability.	90%	93%	50%	96%	83%	83%
8	The courses have enabled the students to help in bridging the gap between academia and fields.	80%	94%	75%	95%	84%	81%

ACTION TAKEN REPORT FOR SOCIAL WORK DEPARTMENT

S.NO	FEEDBACK	ACTION TAKEN
1	Alumni expressed their interest in sharing their field expertise with students to enhance placement opportunities.	Alumni are invited to deliver field knowledge-sharing sessions for students.
2	HR Analytics courses could be offered as a value-added program.	The department has already taken the initiative to offer value-added courses starting from 2020.

ACTION TAKEN REPORT FOR PSYCHOLOGY DEPARTMENT

S.NO	FEEDBACK	ACTION TAKEN
1	Suggested to give more inputs on therapies	Guest lectures on skills and techniques are conducted
2	Suggested to include topics on addiction	Value added course is conducted on tobacco cessation

ACTION TAKEN REPORT FOR HRM DEPARTMENT

S.NO	FEEDBACK	ACTION TAKEN
1	Focus on offering more certificate courses	Value Added Course conducted
2	Suggestions to introduce psychometric assessment for students	Subjects introduced in the curriculum
3	Suggestions to introduce industry ready initiates	Industry connects, Alumni connect
4	Students should be trained for placements	placements training session is conducted as corporate talk
5	Recommended to introduce Psychology related paper	Industrial psychology paper introduced