



## **ACTION TAKEN REPORT BASED ON FEEDBACK**

**P.G. & Research Department of Social Work**

**SACRED HEART COLLEGE (AUTONOMOUS)**

Tirupattur - 635 601, Tirupattur Dist., Tamil Nadu, India

Accredited by NAAC (4<sup>th</sup> Cycle – under RAF) with CGPA of 3.31/4 at 'A+' Grade,

Affiliated to Thiruvalluvar University

### **Academic Year: 2018-2019**

#### **A. Alumni Feedback:**

##### **1. Theory & Practical:**

Observation: A significant majority (60%) of alumni rated the importance given to theoretical and practical classes as very good.

Action Taken: Acknowledge the positive response and continue emphasizing the balanced approach to theory and practical aspects.

##### **2. Availability of Study Material:**

Observation: A majority (60%) gave an excellent rating to the availability of study material.

Action Taken: Recognize the positive feedback and ensure continued provision of high-quality study materials.

##### **3. Coverage of Modern Topics:**

Observation: A vast majority (70%) expressed excellent and very good ratings for the coverage of modern topics.

Action Taken: Continue efforts to incorporate contemporary subjects into the curriculum to meet the expectations of alumni.

##### **4. Satisfaction of Course Needs:**

Observation: A significant majority (80%) expressed excellent satisfaction with the MSW Course.

Action Taken: Identify the factors contributing to high satisfaction and maintain or improve upon them.

##### **5. Overall Rating of the Department:**

Observation: A significant majority (70%) inferred a very good overall rating for the department.

Action Taken: Acknowledge the positive response and identify areas for continuous improvement based on feedback.

### **B. Feedback from Employees:**

Observation: Employees provided varied feedback, with a focus on areas such as adequacy, informativeness, and expectations.

Action Taken: Consider specific feedback for continuous improvement and alignment with industry expectations.

### **C. Feedback from Parents:**

Observation: Parents expressed high levels of satisfaction across various parameters, with average scores ranging from 81.2% to 96%.

Action Taken: Acknowledge positive feedback and ensure continued focus on areas important to parents for a holistic educational approach.

### **D. Feedback from Faculty:**

Observation: Faculty feedback for 2018 indicated high satisfaction scores ranging from 80.8% to 95.2%.

Action Taken: Recognize faculty input as crucial and continue fostering an environment of collaboration for continuous improvement.

### **OVERALL ACTION TAKEN:**

Curriculum Enhancement: Build upon the positive response regarding theory, practicals, and study material to enhance the overall curriculum and the same was taken up in the BoS.

Modernization: Continue efforts to incorporate modern topics into the curriculum based on positive feedback from alumni.

Satisfaction Factors: Identify and reinforce factors contributing to high satisfaction among alumni and parents for sustained excellence.

Continuous Improvement: Utilize specific feedback from employees and faculty to identify areas for continuous improvement in program delivery and content.

Holistic Approach: Maintain a holistic approach to education, incorporating feedback from alumni, employees, parents, and faculty to ensure a well-rounded learning experience.

This action report demonstrates the department's commitment to ongoing improvement and responsiveness to stakeholder feedback, ensuring the continued delivery of a high-quality educational experience.

