



**College of Social work,
(Empowered Autonomous),
Nirmala Niketan
OUT COME BASED EDUCATION**

**BSW PROGRAM
PROGRAM EXIT SURVEY 2025- 2026**

IQAC CELL
2026

NIRMALA NIKETAN



COLLEGE OF SOCIAL WORK, NIRMALA NIKETAN

Affiliated to the University of Mumbai

PROGRAM EXIT SURVEY ANALYSIS REPORT

Bachelor of Social Work (BSW)

Batch 2023 – 2026

Prepared by the Internal Quality Assurance Cell (IQAC)

Feedback Period: June 2026

Report Particulars

The following summarises the scope and parameters of this Program Exit Survey, completed by graduating students of the BSW programme.

Institution	College of Social Work, Nirmala Niketan
Department	Bachelor of Social Work (BSW)
Programme Batch	2023–2026 (Third Year, 2025–2026)
Feedback Type	Program Exit Survey — Graduating Students
Feedback Instrument	Programme Outcome (PO) attainment questionnaire (8 items)
Rating Scale	5-point: Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree
Total Students Responded	43
Feedback Period	June 2026
Prepared By	Internal Quality Assurance Cell (IQAC)

Note: Item-level response counts vary between 28 and 37, as not every respondent answered every question. Each question's percentages and index are calculated on the number of valid responses for that question.

1. Executive Summary

This report analyses the Program Exit Survey completed by graduating students of the Bachelor of Social Work (BSW) programme, Batch 2023–2026. **A total of 43 graduating students responded.** The eight survey items correspond directly to the eight Programme Outcomes (POs) of the BSW programme, rated on a five-point Agree–Disagree scale.

The overall Attainment Index is 3.15 out of 5.00, with clearly differentiated results. Students rate problem-solving for vulnerable populations (PO5) highest (4.59, 100% favourable), followed by professional ethics (PO4) and lifelong learning (PO8). The weakest outcomes are research & evidence-based practice (PO6, 1.29) and critical analysis & social transformation (PO1, 1.76), where most students disagreed. These contrasts give the programme a clear, evidence-based agenda for improvement.



Outcomes at or above the neutral benchmark (Index $\geq$ 3.0): 5 of 8.

2. Subject-wise Scope of Feedback

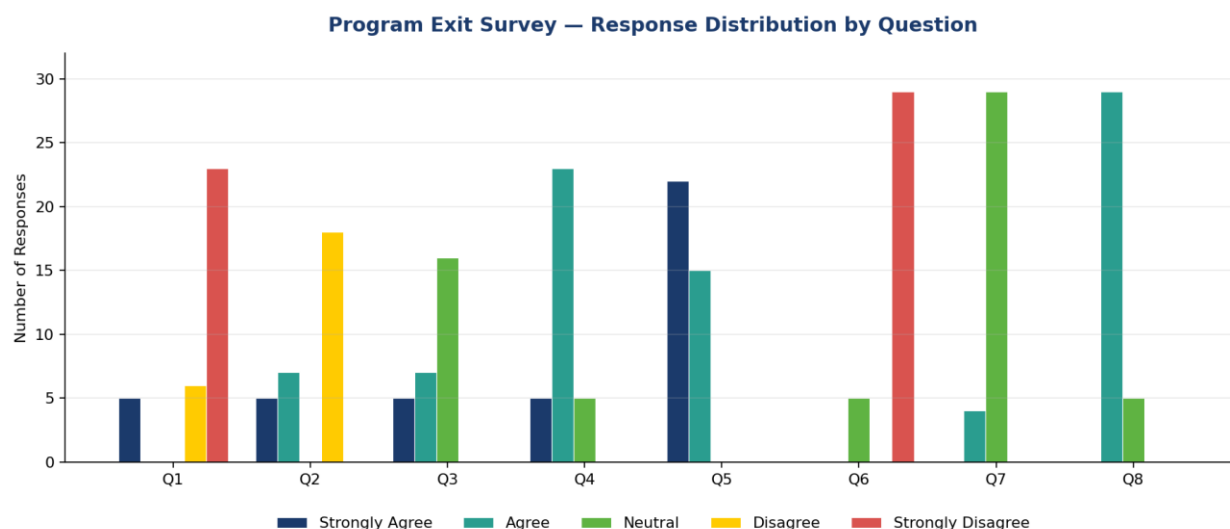
The Program Exit Survey is a **Programme-level outcome attainment** instrument completed by students at the point of graduation. Each item maps to a Programme Outcome and to the curriculum cluster that develops it, as shown below.

Item	Programme Outcome / Area	Curriculum Cluster Assessed
Q1	Critical Analysis & Social Transformation	Social Work Foundations; Social Problems & Social Policy — analytical engagement with society.
Q2	Understanding Diverse Communities & Social Justice Advocacy	Communities & Social Structures; Human Rights & Social Justice; Vulnerable Groups.
Q3	Application of Social Work Methods	Methods of Social Work — Casework, Group Work, Community Organization; Field Work.
Q4	Professional Values & Ethics	Professional Ethics & Values; Self-Awareness; Field Work conduct & accountability.
Q5	Problem-Solving for Marginalized & Vulnerable Populations	Working with Marginalized Populations; Intervention Planning; Crisis & Rehabilitation.
Q6	Research & Evidence-Based Practice	Social Work Research; Statistics; Monitoring & Evaluation.
Q7	Communication & Multidisciplinary Collaboration	Communication for Development; Teamwork; Inter-professional collaboration.
Q8	Lifelong Learning & Professional Development	Professional Development; Contemporary Trends; Continuing & lifelong learning.

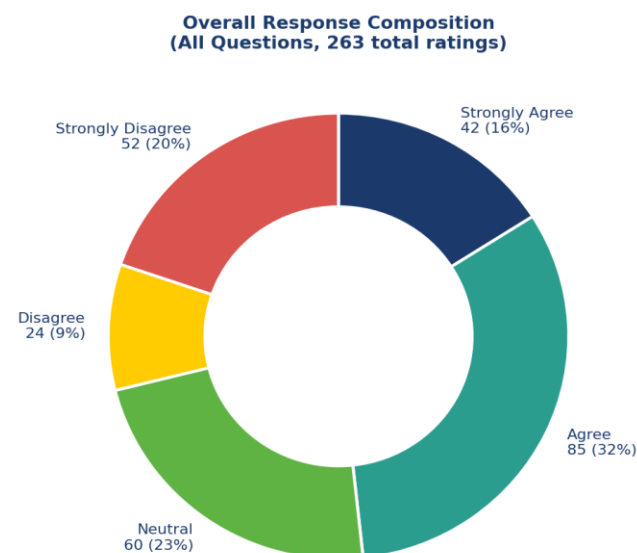
Areas covered: critical analysis & transformation, community understanding & social justice, application of methods, professional ethics, problem-solving for vulnerable groups, research & evidence, communication & collaboration, and lifelong learning — covering all eight Programme Outcomes.

3. Response Count Analysis

A total of 43 graduating students completed the exit survey. The chart below shows the number of responses for each question across the five rating categories — Strongly Agree, Agree, Neutral, Disagree and Strongly Disagree.



Observation: Unlike a uniform pattern, responses vary meaningfully across questions. PO5 draws entirely positive ratings; PO4 and PO8 are strongly positive; PO3 and PO7 cluster around Neutral/Agree; while PO1 and PO6 show pronounced disagreement (largely Strongly Disagree).



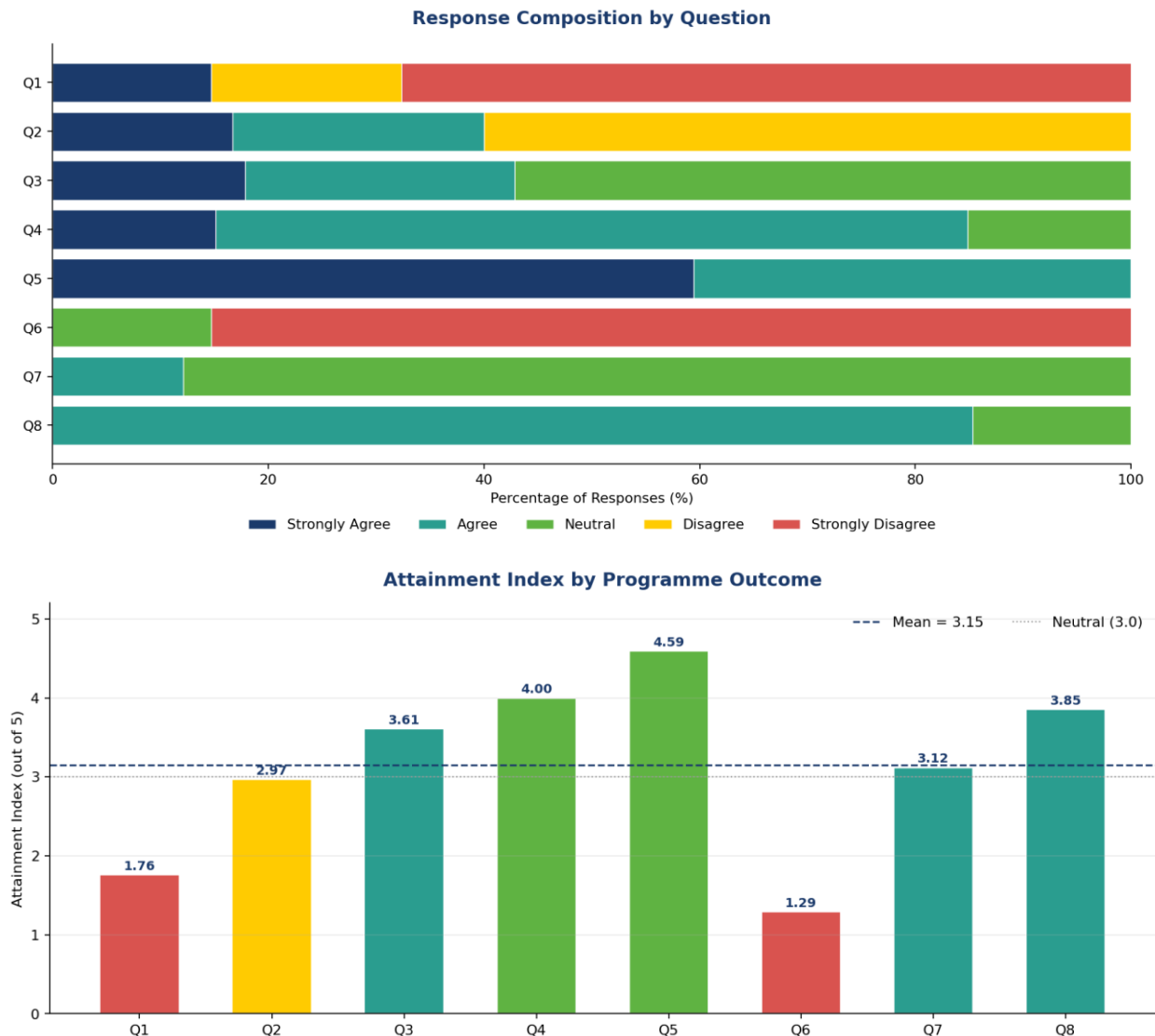
Across all 263 ratings, roughly 48% are favourable (Agree / Strongly Agree), with the remainder split between Neutral and Disagree/Strongly Disagree, **giving an overall Attainment Index of 3.15/5.00.**

Descriptive analysis: This is the richest of the BSW datasets because the responses genuinely vary, and the variation is highly informative. The eight outcomes fall into three clear tiers. The top tier — PO5 (problem-solving for vulnerable groups, 4.59), PO4 (ethics, 4.00) and PO8 (lifelong learning, 3.85) — reflects the applied, values-driven heart of social work education, and these are areas where field work and supervision evidently translate into genuine student confidence. The middle tier — PO3 (methods,

3.61) and PO7 (communication, 3.12) — hovers around ‘competent but unremarkable,’ with large Neutral blocks signalling students who feel adequately rather than strongly prepared. The bottom tier is the most actionable: PO6 (research & evidence, 1.29) and PO1 (critical analysis, 1.76) attract overwhelming disagreement, with PO2 (community understanding & advocacy, 2.97) just below neutral. Crucially, these weak outcomes share a common character — they are the analytical, research-oriented and macro-level competencies, in contrast to the strong outcomes which are applied and interpersonal. The exit survey therefore points to a programme that produces practice-ready, ethical graduates but under-develops their research literacy and critical-analytical capacity — a precise, curriculum-level diagnosis the department can act on directly.

4. Composition & Attainment Index

The stacked chart shows the percentage split per question; the second chart converts responses into a weighted Attainment Index (Strongly Agree = 5 ... Strongly Disagree = 1), colour-coded: green ≥ 4.0 , teal 3.0–3.9, gold 2.0–2.9, red < 2.0 .



Highest attainment: PO5 (4.59), PO4 (4.00) and PO8 (3.85) — problem-solving for vulnerable groups, professional ethics and lifelong learning. **Lowest attainment:** PO6 (1.29) and PO1 (1.76) — research & evidence-based practice and critical analysis & transformation. PO2 (2.97) sits just below neutral. These are the priority focus areas.

5. Question-wise Analysis

Q1 — Critical Analysis & Social Transformation [PO1]

“Graduates will critically analyse social realities, understand their changing dynamics, and actively engage in processes that contribute to positive social transformation.”

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5 (15%)	0 (0%)	0 (0%)	6 (18%)	23 (68%)

Responses: 34 **Attainment Index:** 1.76 / 5.00 **Modal:** Strongly Disagree *Below neutral benchmark.*

Predominantly “Strongly Disagree” (23 of 34), with a small strongly-agreeing minority. Index 1.76 — the second-weakest outcome. Students do not feel the programme sufficiently built their ability to critically analyse social realities and drive social transformation; strengthen social-policy critique, theory-to-practice linkage and reflective analysis.

Q2 — Understanding Diverse Communities & Social Justice Advocacy [PO2]

“They will demonstrate an in-depth understanding of diverse communities, their unique challenges and systemic inequalities, and advocate for social justice in their professional practice.”

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5 (17%)	7 (23%)	0 (0%)	18 (60%)	0 (0%)

Responses: 30 **Attainment Index:** 2.97 / 5.00 **Modal:** Disagree *Below neutral benchmark.*

Mixed, leaning negative — Disagree is the modal response (18 of 30), offset by a favourable group (12 of 30). Index 2.97, just below neutral. Understanding of diverse communities and social-justice advocacy needs reinforcement through community-engagement projects and rights-based coursework.

Q3 — Application of Social Work Methods [PO3]

“Graduates will apply appropriate social work methods and strategies to effectively work with individuals, groups, and communities, addressing various social issues.”

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5 (18%)	7 (25%)	16 (57%)	0 (0%)	0 (0%)

Responses: 28 **Attainment Index:** 3.61 / 5.00 **Modal:** Neutral *At/above neutral benchmark.*

Centred on Neutral (16 of 28) with a favourable tail. Index 3.61 — moderate attainment. Application of social work methods is adequate but improvable; more supervised practice in casework, group work and community organization would lift this.

Q4 — Professional Values & Ethics [PO4]

“They will embody professional social work values and ethics, ensuring integrity, respect, and accountability in all aspects of their practice.”

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5 (15%)	23 (70%)	5 (15%)	0 (0%)	0 (0%)

Responses: 33 **Attainment Index:** 4.00 / 5.00 **Modal:** Agree *At/above neutral benchmark.*

Strongly positive — Agree dominates (23 of 33) with no negative responses. Index 4.00. Students feel they embody professional values and ethics, a clear programme strength linked to field work and supervision.

Q5 — Problem-Solving for Marginalized & Vulnerable Populations [PO5]

“Graduates will develop problem-solving abilities and intervention strategies tailored to the needs of marginalized and vulnerable populations.”

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
22 (59%)	15 (41%)	0 (0%)	0 (0%)	0 (0%)

Responses: 37 **Attainment Index:** 4.59 / 5.00 **Modal:** Strongly Agree *At/above neutral benchmark.*

The strongest outcome — 100% favourable (22 Strongly Agree, 15 Agree). Index 4.59. Students feel well prepared to develop problem-solving strategies for marginalized and vulnerable populations; this is a flagship strength to sustain and showcase.

Q6 — Research & Evidence-Based Practice [PO6]

“They will integrate research and evidence-based knowledge to design, implement, and evaluate social work interventions effectively.”

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
0 (0%)	0 (0%)	5 (15%)	0 (0%)	29 (85%)

Responses: 34 **Attainment Index:** 1.29 / 5.00 **Modal:** Strongly Disagree *Below neutral benchmark.*

The weakest outcome — overwhelmingly “Strongly Disagree” (29 of 34). Index 1.29. Students do not feel equipped to integrate research and evidence into intervention design and evaluation; this calls for urgent strengthening of research methods, statistics and evidence-based project work.

Q7 — Communication & Multidisciplinary Collaboration [PO7]

“Graduates will exhibit strong communication skills and the ability to collaborate with multidisciplinary teams to address social challenges holistically.”

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
0 (0%)	4 (12%)	29 (88%)	0 (0%)	0 (0%)

Responses: 33 **Attainment Index:** 3.12 / 5.00 **Modal:** Neutral *At/above neutral benchmark.*

Concentrated at Neutral (29 of 33). Index 3.12 — just above neutral. Communication and multidisciplinary collaboration are perceived as average; structured group work, presentations and inter-agency exposure would help convert neutrals to agreement.

Q8 — Lifelong Learning & Professional Development [PO8]

“They will demonstrate a commitment to lifelong learning, staying informed about emerging trends and practices in the field of social work.”

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
0 (0%)	29 (85%)	5 (15%)	0 (0%)	0 (0%)

Responses: 34 **Attainment Index:** 3.85 / 5.00 **Modal:** Agree *At/above neutral benchmark.*

Strongly positive — Agree dominates (29 of 34). Index 3.85. Students show a solid commitment to lifelong learning and staying current with emerging practice — a strength to build on through alumni networks and continuing-education pathways.

6. Achievement of Programme Outcomes (POs)

Each item maps to one Programme Outcome. The table summarises attainment as perceived by graduating students, using the Attainment Index and the favourable (Agree / Strongly Agree) share, against a neutral benchmark of 3.0 / 5.0.

PO	Programme Outcome	n	Index /5	Favourable	Status
PO1	Critical Analysis & Social Transformation	34	1.76	15%	Not Att.
PO2	Understanding Diverse Communities & Social Justice Advocacy	30	2.97	40%	Not Att.
PO3	Application of Social Work Methods	28	3.61	43%	Attained
PO4	Professional Values & Ethics	33	4.00	85%	Attained
PO5	Problem-Solving for Marginalized & Vulnerable Populations	37	4.59	100%	Attained
PO6	Research & Evidence-Based Practice	34	1.29	0%	Not Att.
PO7	Communication & Multidisciplinary Collaboration	33	3.12	12%	Attained
PO8	Lifelong Learning & Professional Development	34	3.85	85%	Attained
Overall	263	3.15	48%	5 / 8	

Conclusion: 5 of 8 outcomes meet the neutral benchmark, with an overall Attainment Index of 3.15/5.00. PO5, PO4 and PO8 are the strongest; PO6 and PO1 the weakest and the clear priorities for improvement.

7. Suggestions & Areas for Improvement

Key Strengths

- Problem-solving for marginalized & vulnerable populations (PO5) is the flagship outcome — 100% favourable, index 4.59.
- Professional values & ethics (PO4) and lifelong learning (PO8) are strongly affirmed, reflecting effective field work, supervision and a forward-looking learning culture.
- A substantial 43 responses give a robust, representative evidence base for programme review.

Areas for Improvement

- Research & evidence-based practice (PO6) — weakest outcome (index 1.29, 85% Strongly Disagree). Urgently strengthen research methods, statistics, data skills and evidence-based project / dissertation work.
- Critical analysis & social transformation (PO1) — second weakest (index 1.76). Reinforce social-policy critique, theory-to-practice linkage and reflective analytical assignments.
- Understanding diverse communities & social-justice advocacy (PO2) — just below neutral (2.97). Add community-engagement projects and rights-based, advocacy-focused coursework.
- Communication & multidisciplinary collaboration (PO7) and application of methods (PO3) cluster around neutral — lift through structured group work, presentations, inter-agency exposure and more supervised practice.

Recommended Action Plan

#	Action	Owner	Timeline
1	Revamp research methods, statistics & evidence-based project work (PO6)	Research Cell	Immediate / next semester
2	Strengthen critical analysis & social-policy critique (PO1)	Programme Committee	Next cycle
3	Add community-engagement & advocacy projects (PO2)	Field Work Dept.	Next cycle
4	Expand group work, presentations & inter-agency practice (PO3, PO7)	Field Work Dept.	Ongoing

Overall Conclusion

The Program Exit Survey for BSW Batch 2023–2026, completed by 43 graduating students, gives an overall Attainment Index of 3.15/5.00 with 5 of 8 Programme Outcomes at or above the neutral benchmark. The programme demonstrably excels at preparing students for problem-solving with vulnerable populations, ethical practice and lifelong learning, while research & evidence-based practice and critical analysis emerge as clear, actionable priorities for curriculum strengthening. The strong response makes these findings a sound basis for the next programme review.