



Acharya Prafulla Chandra College

(NAAC ACCREDITED 'A' GRADE COLLEGE) (Govt. Sponsored)
New Barackpore, North 24 Parganas, Kolkata-700 131, West Bengal

Action Taken Report: 2018-19

Great feedback is a critical element of best-practice performance management where one is constantly thinking about what you've done and how you could be doing it better.

At Acharya Prafulla Chandra College feedback is sought from all stakeholders, i.e. the primary stakeholders are the students and teachers followed by Alumni and Feedback.

Feedback is obtained stakeholders are sought at the end of each academic session through web-links available on the website and circulated amongst stakeholders by faculties and college administration.

The questions seek a response in a scale of E to A where E = Very poor; D = Poor; C = Satisfactory; B = Good; A = Excellent. The feedback is calculated in the numerical scale of 0 – 4 where 0 stands for E, i.e., Very poor and 4 stands for A, i.e., Excellent.

After a time, frame of 45 days for the feedback inputs to be received, an analysis report is prepared. The IQAC along with Academic subcommittee, Secretary Teacher's Council and Teacher representatives to the governing Body deliberate on the report and decide on the actions to be taken. For issues related to the teaching-learning process, the Principal issues necessary directions, whereas infrastructural issues are placed by the H.E.I. for necessary remedial action.

1. Issues related to Curriculum and Delivery process

- i. **The Students and the Alumni felt that more effort is needed with respect to communication of expected competencies, course outcomes, and programme outcomes to stakeholders.**

To resolve this issue, the college decided to:

- a) Clearly display the expected competencies, course outcomes, and programme outcomes of each course on its official website.
 - b) Encourage teachers to organize orientation sessions each semester to discuss these outcomes with students.
- ii. **Students complained about the lack of a relevance of topics taught with respect to topics required in competitive Examination.**



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- iii. **The small percentage of the students of the college were found to be dissatisfied with the overall quality of the teaching-learning experience.**

Despite teachers' efforts, student dissatisfaction prompted the college to:

- a) Initiate a mentor-mentee system to cater to students individually
 - b) Annually gather feedback from parents during Parent-Teacher Meetings to identify areas of improvement in curriculum delivery, pedagogy, and classroom participation.
 - c) Encourage teachers to employ interactive teaching methods and use modern teaching aids.
 - d) Regularly review and update teaching practices based on student feedback and academic outcomes.
- iv. **Students were found to be dissatisfied with the curriculum's effectiveness in skill development, employability, and research, and also noted that the syllabus is not completed within the stipulated time.**

Curricular feedback indicates significant dissatisfaction with the lack of innovation, critical thinking, and industry relevance in the syllabus, as well as concerns about skill development and communication skills. Some believe that these issues might be addressed by the new CBCS curriculum implemented this year. In response, the IQAC has initiated the following corrective measures:

- a) Introduction of ADD-ON Courses: Discussions revealed that 30–40-hour ADD-ON courses could address curriculum gaps and expand students' knowledge base. Upon IQAC's request, a number of ADD-ON and skill development courses have been introduced.
 - b) To address this, the college decided to open an online portal linked to college website that can be accessed by students through their student ID to prepare themselves for competitive examinations in logical reasoning, general knowledge, mathematics and English, along with answers and explanations.
- v. **Teachers expressed their inability to provide to the best of their capabilities due to certain ambiguities remaining regarding CBCS curriculum and difficulties to complete within the stipulated time. To resolve the issues –**
- a) Workshops on CBCS curriculum encouraged.
 - b) Faculty members were encouraged to attend conferences and seminars to stay updated with the latest educational practices.
 - c) The teachers were encouraged to adhere to the academic calendar and complete the syllabus within the stipulated time.
 - d) Increased class timing. On Saturdays implemented to cope with increased class load.



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- vi. **The feedback from both the Alumni and the Employers also showed that they did not believe that the syllabus enhances communication skills.**

Resolution-

- a) Introduction of Competitive Examination Portal
- b) Introduction of training programs to increase employability skills.

2. Issues Related to Infrastructure and Ambience

i. **Infrastructure Enhancement:**

- a) Addressed concerns related to lack of adequate number of classrooms by starting construction of 3rd Floor on main building.
- b) Upgraded classrooms and laboratories with modern amenities.

ii. **Students were dissatisfied with the college environment as in its not peaceful and calm**

Causes identified included:

1. Road traffic outside the main gate.
2. Minor constructions due to the college's continuous growth.
3. Loitering of students within the campus.

To resolve these issues, the college decided to:

- a) Schedule construction work before and after college hours and on holidays.
- b) Encourage teachers to engage students in projects, library work, and other activities during free classes.
- c) Appoint class monitors to ensure students stay within classrooms

iii. **Employers of the college were found to be dissatisfied with the institution's engagement of students in the quality improvement of the teaching-learning process and the Central Library's provision of comprehensive computerized services**

- a) The institution engages in continuous quality improvement by monitoring student performance, conducting regular curriculum reviews, and integrating feedback from employers and industry experts.



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- b) Increased funds were allocated to the Central Library offers a range of computerized services, including digital resources, online databases, and e-books, to support students' academic and research needs

The feedback from the Employers also showed that they did not believe that the syllabus enhances communication skills.

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(Principal)
Principal

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