



# Acharya Prafulla Chandra College

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

## Action Taken Report: 2019-20

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. **Students complained that the curriculum is not student-centric and lacks a focus on experiential learning, participative learning, and problem-solving to enhance their learning experiences.**

The college follows the syllabus provided by the West Bengal State University and therefore cannot make changes. Therefore, to resolve the grievance the college encouraged

- a) A learning Management system has been incorporated in the website, allowing teachers to post study materials and video lectures MCQ tests for student practice as well as video lectures
- b) Educational tours, peer tutoring and MOU with nearby colleges.



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- ii. **The teachers and Employers of the college were found to be dissatisfied with the institution's role in both inculcating skills that enhance employability with social responsibility and encouraging participation in extracurricular activities**

To address the issue, the college organized social awareness programs and campaigns, such as a dengue awareness initiative, with the support of the NSS Unit.

- iii. **Alumni rated the syllabus poorly for its ability to motivate them to pursue post-graduation or research in the subject area.**

- a) As the Institution does not have academic autonomy with respect to syllabus department were asked to offer curriculum enrichment programs to overcome the shortcomings.  
b) Companies and organizations to discuss career opportunities after post-graduation, explore various job and career aspirations.

- iv. **Faculty grievance related to lack of faculty development opportunities**

Addressed through multiple faculty development programs in ONLINE mode

## 2. Issues Related to Infrastructure and Ambience

- i. **Both faculties and Staff Members had complained about lack of washrooms for lady staff members.**

Authority has constructed new washroom for lady staff on first Floor

- ii. **All stakeholders had complained about the inadequacy of ICT facilities**

The college has initiated process of e-tender for bulk purchase of desktops, laptops, projectors and other peripheral devices from RUSA-2.0 Grant

- iii. **Inadequacy of classrooms – was raised by both teachers and students**

Work orders placed and construction initiated for construction of new floor on VT building under RUSA-2.0 project.

- iv. **Both Alumni and Students had expressed dissatisfaction with regard to availability of e-resources.**

- a) College has procured 56 e-book (text) titles from Pearson Education and



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- b) Subscribed to ONLINE subscription of almost 2000 titles from Springer Nature group of publication
- v. **Lack of adequate classroom furniture**

Orders placed for large number of high-low benches and teacher's desk

Dr. S. Bhowmik

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