



Acharya Prafulla Chandra College

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

Action Taken Report: 2021-22

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 were dissatisfied with the institution's arrangements for internships, student exchange programs, and field visits.**
 - a) The college decided to partner with industry and other institutions to create more internship and student exchange opportunities.
 - b) The College encouraged more MOUs.
 - c) The college directed the students' union to organise more offer more co-curricular and extracurricular activities that promote personal and professional development.
- ii. **There were concerns about the institution's performance in providing opportunities for learning and holistic growth**

The following remedial initiatives were initiated –



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- a) Faculty adhere to academic calendars to ensure that the syllabus is completed within the stipulated time, allowing adequate preparation for exams and assignments.
- b) Implement feedback mechanisms to identify students' strengths and weaknesses.
- c) Offer remedial classes, peer mentoring, and workshops to support weaker students.

2. Issues Related to Infrastructure and Ambience

- i. **Concerns about the standard of hygiene and cleanliness by both students, staff as well as alumni**
 - a) The IQAC was requested to conduct regular audits of campus cleanliness and hygiene.
 - b) The staffs responsible for cleanliness were directed to increase the frequency of cleaning services.
 - c) The sanitary napkin vending machine installed just before lockdown be made operational.
 - d) Renovation of washrooms under RUSA-2.0 project almost complete. Should reflect in a much-improved ambience
- ii. **A significant percentage of alumni expressed dissatisfaction with the program, stating that it does not adequately prepare graduates to contribute positively to society in a professional, responsible, and ethical manner, nor does it effectively instill a strong sense of ethics and responsibility or equip them with new skills throughout the course of study.**
 - a) A number of environmentally sustainable initiatives like bio-gas generation, manufacture of vermicompost mushroom cultivation have been started in a teacher-student collaborative mode.
 - b) "Share the meal" programs with orphanages and old age homes initiated. Students have been incorporated into this project
- iii. **Alumni rated the services provided by the College Office as dissatisfactory.**

Due to the retirement of the Head Clerk and the impact of COVID-19, the non-teaching staff faced challenges working at 50% capacity, with not all staff members fully versed in every aspect of their roles. To address this, the principal decided to boost staff morale on a daily basis. Staff members were trained in small groups to ensure they were well-



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equipped for their duties. Additionally, to accommodate the constraints imposed by COVID-19, their duties were alternated to maintain operational efficiency and safety

- iv. **Both students and teachers have expressed their dissatisfaction with regard to noisy generator. Moreover, lack of generator facility in PG building was also a cause of grievance.**

The noise produced by the generator was on account of running at high capacity in spite of being pretty old. To solve this problem

- New 160KVA generator has been ordered and installed in main building
- To solve the power backup problem, I PG building the existing 82.5 kVA generator has been shifted to OLD building.

Dr. S. Bhowmik

Principal
(Principal)
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