



**ACTION TAKEN REPORT ON FEEDBACK
OF
STAKEHOLDERS 2018-19 TO 2022-23**

IQAC
RAJA NARENDRALAL KHAN WOMEN'S COLLEGE
[AUTONOMOUS]



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Action Taken Report on Feedback of Stakeholders

(2018-19 to 2022-23)

Considering the expediency of updating the curriculum, in 2018-2019, hardcopies of feedback forms were given to the stakeholders who submitted them to the IQAC after filling it up. After the pandemic era, the IQAC of the college in its subsequent meetings decided to go for the digital approach of securing the feedback in the online mode from the students and other stakeholders as applicable and therefore, the college purchased the online feedback modules to facilitate the process. However, hardcopies of various feedback forms and Google Forms feedback based survey was conducted among the most important interest groups such as teachers, alumni and employers. The received suggestions were analyzed by the in-built software as well as external experts and the results were placed before the IQAC members, the Academic Council etc.

The UG and PG program is practical and restructured according to today's needs. It includes important topics to acquire and promote professionalism in the process of building the basic foundation of the thought process and encourage entrepreneurial skills and global proficiency. The curriculum is sufficiently adapted to meet the professional needs of local, national and global standards. Teachers' feedback mainly concerned the facilities available to them in the college as well as about the eminence and updated content. Alumni feedback had questions related to their experience on curricular, extra-curricular, linkage, and available facilities aspects.

Table1: *The following actions were taken based on student feedback:*

<u>S. No.</u>	<u>Suggestions received from Feedback</u>	<u>Action Taken</u>
1	Need for skill-oriented courses and further study modules.	<ul style="list-style-type: none"> • A total of 52 Certificate courses, new Value-added and Skills based Courses have been introduced in the last 5 years by the Career Advancement Centre as well as IQAC. • A total of more than 3500 students have benefitted from such courses.
2	Requirement of courses aimed at employment, interview training and professional career advice.	<ul style="list-style-type: none"> • Two new job-oriented courses BMLT and B. Voc in Multi skilled Health worker were introduced; • Several seminars, webinars, workshops on employment opportunities, interview training were organized in the by the Career Advancement Centre as well as IQAC.
3	Understanding Open Educational Resources for improved Learning.	<ul style="list-style-type: none"> • Open Access Books and Journals for Students are made available in the college library website. • N-LIST Membership has been given to the students.
4	Promotion of research oriented study design	<ul style="list-style-type: none"> • All the Science as well as Humanities and Social Sciences Departments have dissertation in their PG curricula. • Many UG departments also have project work in the updated syllabus as per NEP-2020. • Students also complete environment awareness based project work which involves social outreach as per new curricula introduced. • Lectures and workshops were organized on types of reputed journals, UGC care list, Scopus and Elsevier publishing houses were organized by the IQAC.
5	Requirement of ICT enabled and smart classrooms along with Wi-fi facilities and CCTV.	<ul style="list-style-type: none"> • In the last five years, a total of 23 ICT enabled and smart classrooms have been established in the college. • The college also purchased around 100 computers for the students usage. • Bandwidth for Wi-fi connection were established • CCTV coverage in the whole college has been completed.

6	Requirement of Well-equipped laboratory facilities and hands-on training	<ul style="list-style-type: none"> • The college applied for and received the prestigious grants of DST FIST-II, PG GURIE which enabled the college to buy new advanced equipment as well as increase the number of existing equipments and infrastructural facilities of the labs. • Three common computational facilities were developed so that students could use the computers during their spare time. • Several Hands on trainings/ workshops were arranged by science departments as well as IQAC in collaboration with reputed organizations or experts.
7	Requirement of regular industrial visits, study tours and extension activities for outreach as well as first hand on-site experience	<ul style="list-style-type: none"> • During the academic session of these five years, regular industrial visits, study tours and extension activities were conducted by all the Science UG and PG departments. • Several UG Departments belonging to the Humanities and Social Sciences like History, Bengali, Education, Political Sciences, etc. also organized such activities.
8.	Requirement to incorporate internship and apprenticeship in all disciplines	<ul style="list-style-type: none"> • As per updated NEP-2020 syllabus, all the UG departments are initiating internship activities in their curricula. • Moreover, PG departments are also seeking internships in industries, HEIs for the completion of the respective dissertation work.

Table2: The following actions were taken based on feedback received from teachers:

<u>S. No.</u>	<u>Suggestions received from Feedback</u>	<u>Action Taken</u>
1	Interdisciplinary and collaborative approach must be encouraged.	<ul style="list-style-type: none"> • Interdisciplinary and multi-disciplinary activities are promoted by the two research Centres of the college. • Collaborative initiatives under MOU for research and knowledge transfer has been increased in the various departments.
2	Need for providing Research quality support	<ul style="list-style-type: none"> • Research incentive Awards are given to faculties for their publications, projects etc. • Eligible Faculties are financially supported to register for reputed International/National Conferences. • Faculties have been provided with subscription of the plagiarism software • Special leaves are provided to faculties so that they can complete PhD related work smoothly
3	Need for providing Faculty Development programmes	<ul style="list-style-type: none"> • Both substantive and SACT faculties are encouraged to attend FDPs. • The IQAC arranged 4 FDPs for the faculties.
4	Regular promotion related activities to be undertaken	<ul style="list-style-type: none"> • CAS committee was established which looks into the promotion of faculties on regular basis. • Seminars were organized to make the faculties aware of the UGC CAS guidelines. • IQAC holds CAS meetings annually for quick and smooth happening of due promotions of faculties.
5	Overall well-being of faculties to be maintained	<ul style="list-style-type: none"> • Mental health awareness programmes like Yoga session, relaxation have been regularly organized by IQAC. • Free medical check up camps, thalassemia, detection camps as well as seminars was regularly organized. • Sport activities of faculties are promoted. • Picnics and get-to-gethers were organized by the college
6	Adequate Bathroom facilities to be provided.	<ul style="list-style-type: none"> • The existing bathrooms allocated for female faculties were renovated • Additional 4 bathrooms were built in different blocks. • New Bathroom blocks for male faculties were built.

Table3: The following actions were taken based on feedback received from Alumni:

<u>S. No.</u>	<u>Suggestions received from Feedback</u>	<u>Action Taken</u>
1	Requirement to engage alumni to the association by outreaching	<ul style="list-style-type: none"> • Official Facebook page of Balaka Alumni Association has been developed. • WhatsApp group of life members belongin to Balaka Alumni Association have been created. • Regular advertisements of various activities by the Balaka Alumni Association are circulated in local and regional news papers.
2	Requirement of regular alumni meets	<ul style="list-style-type: none"> • Regular annual general meeting of the Balaka Alumni Association is being held. • All the departments organize Alumni-meet of their alumni annually
3	Alumni members may be involved in curriculum development.	<ul style="list-style-type: none"> • Alumni members are appointed for a period of three years in the Board of Studies [BoS] of respective departments and their suggestions have been considered in curriculum revision. • Distinguished alumni were also invited to give motivational endowment lectures or special lectures in the college as well as the departments.
4	To provide employment to alumni	<ul style="list-style-type: none"> • The college has provide employment opportunitites to many financially week alumnus students in the hostel, CAC, as security guard etc. • The college has involved alumni in the running of NCC training, canteen facilities, hostels and others. • The college also provides aid to alumni in distressed conditions.
5	To involve experienced eligible alumni in the various activities of the college so that the linkage can be maintained	<ul style="list-style-type: none"> • The college has involved various alumni as faculties of several departments with its own funding. • Almost all the committees have representative of alumni so that they can share their viewpoint.
6	To augment Placement opportunities	<ul style="list-style-type: none"> • Various training programs were organized by Career Advancement Centre for Civil Service, private jobs, and Banking examination, • Mock Interview for selection in various jobs are being organized by CAC and IQAC regularly where alumni are also invited to participate. • Workshops and Hands-on sessions are being organized for resume writing and Interview skill.

Table4: The following actions were taken based on feedback received from Parents:

S. No.	Suggestions received from Feedback	Action Taken
1	Fooding facilities need to be improved.	<ul style="list-style-type: none"> As per the received suggestions, the college authorities introduced new student canteen run by the college itself along with the two other existing canteens. Also, a food stall was opened for the students living in the college hostels. FASSAI approved and certification was done for food standards in all the hostel kitchens and canteens. New drinking water filters, water ATM were established all around the major college campus.
2	Toilet Facilities need to be improved	<ul style="list-style-type: none"> Additional three bathroom blocks were built in the college premises. Two time bathroom cleaning during college hours were introduced so that round the clock sanitation and hygiene standards were maintained. Regular maintenance of clogged and blocked drainage pipe systems in urinals have been done.
3	Requirement of proper maintenance of sanitary napkin vending machine and incinerators	<ul style="list-style-type: none"> Old vending machines and incinerators were checked for functionality New vending machines and incinerators were installed at all the strategic points of the college campus. Awareness programmes/workshops on the use of menstrual cups and other hygiene based issues were organized for the students
4	Requirement of Regular parent-teacher meetings	<ul style="list-style-type: none"> It was decided in the IQAC meeting that regular parent teacher meetings will be held by all the departments in the month of December and have been organized regularly. Also parents were invited during the induction meetings of the newly admitted UG and PG first semester students

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