



Stakeholders' Feedback Analysis Report 2017-18

Action Taken Report

The Stakeholders' Feedback Analysis Report 2017-18 was placed in the meeting of the Academic Sub-Committee (Academic Planning Body) held on 10.09.2018 for perusal and to take resolution for necessary action as may be necessary.

The following is the excerpt of the minutes of the meeting relating to the discussion on the Feedback Report.

Agenda 4: Discussion on the Stakeholder Feedback Analysis Report 2017-18

Members deliberated on the Stakeholder Feedback Analysis Report 2017-18 prepared by the external expert and noted a few issues which required attention.

- (i) 15 % respondents find library timing inconvenient and internet facility “unsatisfactory”
- (ii) 12 % respondents find office support “unsatisfactory”
- (iii) Office staff responses indicate that almost 27% state that infrastructure facilities for conducting work efficiently needs improvement.
- (iv) General opinion of non-teaching staff is that number of office staff is not sufficient
- (v) 33% of non-teaching staff feel that they have no participation in college activities.

As far as all aspects of teaching-learning and infrastructure is concerned student responses were significantly favourable. Same was observed in case of Guardians' Feedback.

Members resolved that the problem issues raised would be looked into.

- (i) Reading room hours would be made flexible after discussion with librarian.
- (ii) Notifications would be circulated on time to make issue and return of books easier particularly before the final university examinations. OPAC would make searching of study matter easier and faster and barcoding the books would increase the speed of issue and return and save time. Internet connectivity in library would be improved.
- (iii) Library staff would be requested to initiate more student friendly initiatives, for example, extending the time for reprographic facility, regular maintenance of the computers of the UGC Resource Center and conducting LOPs for new entrants as usual.
- (iv) Members resolved to take up the issue of office support with the HOI. They opined that it would be appropriate for the HOI to ask the office staff to adopt student-friendly attitudes despite the workload due to shortage of personnel.
- (v) Members observed that though students had responded favourably as regards availability of books in the Central Library, complacency was not good. Like previous years, college should make provision for purchase of new copies of test and reference books, so that previous editions could be removed and transferred to the department libraries. This would increase the stock in department libraries and facilitate issue of books directly by the faculty. This process would also save class time for the students.

Academic Sub-committee Meeting held on 10.09.2018
Members present as per list of signatories

1. Samistha Mandal Chowdhury 10.9.2018

2. Sanchita Sen 10/9/18

3. Leena Nair Sengupta 10/9/18

4. Jayjayanti Ray 10/9/18

Chandra.
(CHAIR PERSON)
PRINCIPAL