



## Stakeholders' Feedback Analysis Report

2019-20 and 2020-21

### Action Taken Report

The Stakeholders' Feedback Analysis Reports of 2019-20 and 2020-21 were placed in the meeting of the Academic Sub-Committee (Academic Planning Body) held on 08.11.2021 for perusal and to take resolution for necessary action as may be necessary.

**The following are the excerpts of the proceedings on both the feedback reports**

**Agenda 3:** Discussion on Stakeholder Feedback Analysis Reports 2019-20 and 2020-21

At the outset, Principal Dr. Karpfa explained that the stakeholder report of 2019-20 and 2020-21 were being placed together because the report of 2019-20 could not be obtained due to the pandemic lockdown which had become effective from mid-March 2020 onwards. Feedback was obtained from the final batch of students of session 2019-20.

**Pertinent points of 2019-20 Report were discussed.** The committee deliberated on the report and maintained that students had provided the feedback under stress conditions. It was observed that they had expressed their views on learning experience prior to the Covid-19 pandemic situation, their syllabus being already completed by the faculty. Student were found to be generally satisfied with the teaching ability, sincerity, communication and punctuality of the faculty. They had expressed satisfaction regarding hygiene and cleanliness, availability of books in the library and office support. Whatever grievances they expressed was mainly directed at the space problem, photocopy facility in the library and internet connectivity. The chairperson assured that library services have improved with new purchases of some books and e-resources and renovation done with RUSA 2.0 grants. She assured that reprographic facility would be improved and support staff assigned once the college reopened.

Teacher had expressed satisfaction regarding student's progress and attendance. But 5 % felt that campus conduct should be corrected. A pertinent observation made by the ASC members was that the College should deploy more resources for each department to enable more effective teaching and learning.

Non-teaching had expressed dissatisfaction regarding office space and shortage of office staff. They had expressed satisfaction regarding payment of salaries and their relationship with the teachers and the students.

Guardians were found to have expressed satisfaction about their wards' progress, value inculcation, conduct and initiative. Though most of the guardians expressed satisfaction about college infrastructure, about 13 % felt that it needed improvement. 25% guardians felt that office support should improve and 30% guardians felt that further improvement in inculcation of social values was necessary.

The alumni responses were favourable. They had expressed satisfaction regarding that the overall ambience of the institution had helped holistic personality development. They stated that the college had helped them make the right career choices and inculcate social values.

HOI informed that the office staff was being summoned to the college in groups to maintain Covid protocol and also to ensure that administrative work was not hampered, particularly pertaining to new admission, registration of students and payment of salaries.

**Stakeholder Feedback Report of 2020-21 was also discussed.** Since the student respondents were still under confinement due to the Covid-19 lock down, responses were provided under stress. More or less the same type of feedback was obtained for both years as both years were pandemic years. In both years, teaching and learning was undertaken in the online mode. Students had become familiar with the "new normal". Their responses on online mode of teaching learning as adopted by the institution's faculty was significantly favourable. Dr. Karpfa assured that more classroom space would be created when the new building would be constructed with RUSA 2.0 grants. The members resolved that departments would be asked to go through the report and consider adopting more student-friendly policies.

Guardians' responses have generally been positive. They have expressed considerable satisfaction regarding improvement of their wards in the field of academic performance, personality development, social awareness, responsibility, initiative and overall conduct of their wards. High satisfaction was expressed regarding departmental teaching-learning. Members observed that guardian's responses on office support and infrastructure indicated necessity of improvement which the Principal and Chairperson assured would be looked into.

Teachers generally expressed negative responses to the query-Is the CBCS Curriculum comprehensible to weak learners? Though they agreed that it could be finished within the stipulated time, members emphasized that the college is an affiliated institution and needs to abide by the curriculum prescribed by the affiliating University. The analysis of student and teacher feedback on curriculum design would be communicated to the Board of Studies of the respective subjects. On student assessment, the general observation was that teachers were satisfied with the conduct and performance of their students. As far as student progress is concerned, members discussed the necessity of formal mentoring sessions with students for enhancing their overall skills.

Teachers expressed that learning resources needed further improvement. 50 % teachers stated that classrooms needed improvement, laboratories were in good working condition but canteen services would need urgent attention once college reopened. The logistic support provided by the Office would need urgent improvement.

The Alumni responses on academic guidance provided by the faculty, holistic personal development, institution's contribution towards making the right career choice and its commitment towards inculcation of social values were significantly positive. They expressed their willingness to contribute to the future growth and development of the institution as much as possible.

It was observed that the entire non-teaching staff are of the opinion that the work conditions, office infrastructure and environment needs improvement and there is shortage of staff. Emoluments are regularly obtained. They have a cordial relation with students and teachers. Some of the staff expressed they did not have a say in the college planning. All non-teaching staff stated that a lot of improvement in space and working condition was required, though they were in agreement that the general environment was good.

HOI informed that the students were being brought to the college in groups to maintain Covid protocol and prevent over-crowding. Classroom teaching and administrative work were resumed once the college reopened on 16.11.2021 Teaching and administrative staff were attending college regularly. Sanitization processes were fully functional. Fumigation, use of temperature guns, sanitizer liquids, sanitizer liquid stands, no-touch sanitizer machines etc. were being used strictly. NSS unit-1 members put up hoardings and posters throughout the college to generate awareness and maintained post-covid protocols.

Members resolved to take up the pertinent issue of space creation issues once the college returned to normal conditions. HOI informed members that procurement, renovation and new construction were being continued with RUSA 2.0 grants, even while the Covid threat was still looming large. The space issue raised by office staff would be attended to.

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List of Members present in Academic Sub-  
Committee Meeting held on 08/11/2021  
at 1.45 pm in LT 2

### ISAC Members

- ① (Chairperson)
- ② Sanchita Sen (Coordinator)  
8/11/21
- ③ Sumitkallondal Choudhury 8/11/2021
- ④ ~~Tarjajanti Ray 8/11/21~~
- ⑤ Nabamita Chakraborty 8/11/21
- ⑥ Ballari Ray Chaudhury 8/11/21
- ⑦ Samash Digi 8/11/21
- ⑧ Gt. Mahan 8/11/21

### Heads of Departments & Other Members

- ① Nabamita Chakraborty (Psychology)

Tarjajanti Ray (Mathematics)  
8.11.21

Biswajit Choudhury (Physics)  
8/11/21

Chandrima Ghosh (Post. Sec.)  
8/11/21

Kuldeep Kaur (Department of  
Hindi)  
8/11/21

Lalita Agrawal (Philosophy)  
8.11.2021

Sharmila Sankar 8/11/2021

Prasanta Kumar Pal 8/11/2021

Raj Kumar Barman 8/11/21

Neelam Biswas 8/11/21

Gt. Mahan 8/11/21

K. Dasgupta 8.11.21