

Action Taken Report on Feedback Analysis for the Academic Year 2023-2024 Prepared by IQAC and Principal/Teacher-in-Charge, Chakdaha College

Based on the comprehensive feedback collected from students, parents, teachers, alumni, and non-teaching staff during the academic year 2023-2024, the following actions have been initiated to address the suggestions and concerns raised by the stakeholders. These steps reflect Chakdaha College's commitment to continuous improvement and ensuring a holistic and inclusive educational experience for all:

Actions Taken on Students' Feedback

1. **Introduction of market-driven Certificate Courses:** Efforts have been made to expand the scope by introducing new Certificate courses and value-added programs to enhance principle in life, employability and prepare students for industry demands.
2. **Enhanced Internet Facilities:** Internet bandwidth has been upgraded, and some Wi-Fi access points have been increased in the campus, including the library and common room area, to ensure seamless connectivity.
3. **Mentoring and Tutorial Sessions:** A structured mentoring program has been introduced where faculty members provide regular guidance to students on academic, career-related and personal matters. Tutorial classes have also been given in the master routine to address academic challenges faced by students.
4. **Infrastructure Development:** Hygiene and cleanliness in the girls' common room and toilets have been improved with periodic cleaning schedules and maintenance. The vending machine in the Girls' common room have been repaired.
5. **Recruitment of Faculty:** The college has initiated the process to recruit additional subject-specific teachers to ensure adequate academic support for students. Two permanent faculty members in Commerce have joined in the College through the WBCSC.

Actions Taken on Parents' Feedback

1. **Extracurricular Activities for Girls:** More cultural, sports, and skill-enhancement activities have been organized specifically for girl students to encourage participation and overall development.
2. **Expanded Sports Facilities:** The college has upgraded its sports infrastructure and initiative has been taken to introduce specialized coaching for various games.

Procurement for purchasing new equipment for the gymnasium has been progressed with RUSA 2.0 grant to promote a sports-friendly campus.

3. **Parent-Teacher Meetings:** Regular parent-teacher interaction sessions have been scheduled to discuss the progress and concerns of students, ensuring better collaboration with parents.
4. **Safety Measures:** Enhanced campus security measures, including CCTV cameras and regular safety awareness programs for students, especially girls, have been implemented.

Actions Taken on Teachers' Feedback

1. **Certificate and Add-On Courses:** The college has introduced certificate and add-on courses with practical components aligned with current market demands.
2. **Upgradation of Technological Infrastructure:** New computers and updated software have been provided in the computer labs, along with training sessions for faculty on using advanced teaching-learning tools.
3. **On-Campus Placement Drives:** Career Counselling Cell has taken placement drives to connect students with employment opportunities.
4. **Classroom Renovation:** Classrooms have been made more attractive and engaging with improved seating arrangements, better ventilation, and modern teaching aids such as smart boards and projectors.
5. **Recruitment of Staff:**
 - The process for hiring additional teaching staff has been executed through faculty exchange programmes under MoUs with different institutions.
 - Vacancy status has been intimated to the WBCSC for recruitment of teaching staff
 - Non-teaching staff recruitment is also underway to ensure smooth administrative functioning.
6. **Recreational Facilities:** Recreational spaces for staff and students have been developed to foster productivity and work-life balance.

Actions Taken on Alumni Feedback

1. **Strengthened Alumni Engagement:** The Alumni Association, 'Abohoman Society,' has planned a series of social drives and events to enhance alumni involvement in the college's activities.

2. **Alumni Network Expansion:** Regular communication and networking events have been scheduled to strengthen the relationship between alumni and the college especially through reunion programmes.

Actions Taken on Non-Teaching Staff Feedback

1. **Administrative Support:** The workload between the non-teaching staff have been re-distributed to improve the administrative efficiency.
2. **Digitization of Records:** Steps have been taken to digitize student data and administrative processes, reducing manual workload and improving data accessibility.

General Initiatives Across Stakeholder Groups

1. **Career Guidance and Counselling:** The Career Guidance and Counselling Cell has expanded its activities, organizing different programmes on skill development, professional growth, and competitive exams.
2. **Hygiene and Cleanliness:** A dedicated housekeeping team has been engaged to ensure cleanliness across the campus, especially in common areas such as toilets, classrooms, and canteens.
3. **Community Outreach and Collaboration:** More collaborative cultural and educational programs have been organized with local communities to foster inclusivity and mutual growth. NCC and NSS wings have played the pivotal role in this regard.
4. **Sustainability Initiatives:** The college has undertaken green initiatives such as tree plantation drives, waste management systems, and the promotion of eco-friendly practices on campus.

Concluding Remarks:

This comprehensive action plan underscores Chakdaha College's unwavering commitment to responding proactively to the feedback from its key stakeholders, particularly students. By addressing the areas identified in the Students' Satisfaction Survey, the college has taken significant strides toward improving its academic offerings, campus facilities, and overall student experience. The college has implemented a wide array of measures designed to enhance infrastructure, foster skill development, improve student support services, and promote a more engaging campus life.

Through the expansion and modernization of classrooms and the upgrading of digital and ICT infrastructure, the college is ensuring that its academic environment keeps pace with

evolving educational standards and technological advancements. The expansion of library resources and continued investments in e-resources demonstrate a commitment to providing students with the tools they need for rigorous academic engagement and independent research.

Moreover, the enhancement of skill development programs and employability services reflects the college's focus on preparing students for the challenges of the professional world. The establishment of an effective mentorship system and the incorporation of internships and field visits into the curriculum ensure that students receive personalized support and practical exposure, enabling them to bridge the gap between theory and practice.

The focus on sanitation and campus hygiene further underscores the college's dedication to creating a comfortable, safe, and conducive environment for learning and personal growth. The expansion of extracurricular activities, alongside the involvement of student bodies such as the NSS and NCC, fosters leadership, community engagement, and holistic development beyond academics.

By establishing a continuous feedback mechanism and ensuring transparency in addressing student concerns, Chakdaha College reinforces its commitment to dynamic and responsive growth. This approach not only enhances the academic experience but also enriches the social, cultural, and emotional development of students.

Through these concerted efforts, Chakdaha College aims to raise its academic standards, operational efficiency, and campus environment, ensuring a fulfilling educational experience for all its stakeholders. The college remains steadfast in its goal to cultivate a well-rounded, dynamic learning community that supports student success in all facets of life.
