



# DHUPGURI GIRLS' COLLEGE

DHUPGURI \* JALPAIGURI \* PIN-735210

E-mail : dhupgurigirlscollege1@gmail.com \* Website : www.dhupgurigirlscollege.ac.in

Ref. No.....

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## Action Taken Report on Feedback by the Institution

**Academic Session: 2019-20**

With reference to the institutional online feedback portal for receiving comments, grievances as well as suggestions from all stakeholders viz. students, employees and alumni necessary action is taken after analyzing the feedbacks received. With regard to feedback on curriculum, academic performance and ambience of the institution following actions have been taken after relevant discussion in respective committees as well as in IQAC and Governing Body meetings.

The following actions are taken:

- During pandemic and lockdown more ICT-oriented and digital learning system is focused. Teachers are requested to take as much as classes possible through online mode with flexibility of time.
- Teachers have been asked to update themselves regularly with respect to digital teaching-learning system.
- Study materials are uploaded in online Google Classrooms of each department for easy access of students.
- A specific Covid-committee and cell is formed to monitor safety within the campus as well as identify if any student or teacher is sick and thus take appropriate actions.
- Teachers and students are encouraged to participate in online lectures, webinars etc. to strengthen their academic knowledge and expertise.

  
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## Action Taken Report on Feedback by the Institution

**Academic Session: 2021-22**

The institution has received online feedback from students, employees and alumni which are then analyzed and necessary action is taken through proper channel. With regard to feedback on curriculum, academic performance and ambience of the institution following actions have been taken after relevant discussion in respective committees as well as in IQAC and Governing Body meetings.

The following actions are taken:

- Teachers are requested to be cautious enough to maintain physical distance among students within the classroom and also conduct classes in hybrid or blended mode so that students can join physically as well as online.
- Faculties of all departments are requested to record more audio or video lectures on their syllabus related topics and also beyond that and upload them in Google Classrooms so that students can be benefitted.
- Students are requested to record their various academic activities and upload them as part of participative learning.
- Proposal to initiate more skill oriented certificate or add-on or value-added courses.
- Teachers and students are encouraged to participate in online lectures, webinars etc. to strengthen their academic knowledge and expertise.

  
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## Action Taken Report on Feedback by the Institution

### Academic Session: 2022-23

On the basis of feedbacks of two semesters of AY 2022-23 from all stakeholders conducted by the college management and the IQAC of the college, an analysis report was prepared by the IQAC. With regard to feedback on curriculum, academic performance and ambience of the institution following actions have been taken after relevant discussion in respective committees as well as in IQAC and Governing Body meetings.

The following actions are taken:

- The Principal asked Convenor of Academic Sub-Committee to collect report on completion of syllabus, internal examinations, departmental academic activities of teachers and students, requisition of library books and others etc.
- More focus on ICT based teaching-learning.
- Participative learning is emphasized keeping in mind the suggestions of NEP 2020.
- Emphasis is given on conducting more short-term academic projects both by teachers and students to facilitate interactive teaching-learning process.
- All Heads of the Departments are requested to monitor the academic performance and ambience of their respective departments and report to the Principal.
- Actions are taken for continuous assessment through tutorial (advanced learners) and remedial (slow learner-fast learner) classes.

  
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## Action Taken Report on Feedback by the Institution

**Academic Session: 2023-24**

On the basis of feedbacks of two semesters of AY 2023-24 from all stakeholders conducted by the college management and the IQAC of the college, an analysis report was prepared by the IQAC. With regard to feedback on curriculum, academic performance and ambience of the institution following actions have been taken after relevant discussion in respective committees as well as in IQAC and Governing Body meetings.

The following actions are taken:

- Virtual classroom facility has been upgraded and teachers are asked to engage at least two classes per department in digital learning mechanism.
- Teachers have been asked to update themselves regularly with respect to digital teaching-learning system.
- Study materials are uploaded in online Google Classrooms of each department for easy access of students.
- The college campus has adopted wifi facility for all staffs & students.
- Teachers and students are encouraged to participate in online lectures, webinars etc. to strengthen their academic knowledge and expertise.
- Library books have increased and COHA software has helped better management of books & journals.

  
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## Departmental Student Feedback

### Action Taken Report Based on Students' Feedback (Sem 6, 2023)

#### *Department of Geography, Dhupguri Girls' College*

On receiving the feedback from the students of the 6th Semester, 2023, the department analysed it and took the following actions after discussing them in a departmental meeting:

1. A considerable number of computers in the form of a GIS laboratory is the need of the hour. The department took the initiative in this regard.
2. As this batch had a tough experience during the pandemic days, the department is also no exception to this. Therefore, maintenance of some instruments could not be possible during the lockdown period. The department has arranged to buy some instruments for the next session through the proper procedure of e-tender.

**HoD****Department of Geography**

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## Action Taken Report Based on Students' Feedback (Sem 6, 2023)

### Department of History, Dhupguri Girls' College

On receiving the feedback from the students of the 6th Semester, 2023, the department analysed it and took the following actions after discussing them in a departmental meeting:

A considerable number of digital resources, including e-books and online journals, are needed to aid historical research and study. Considering the feedback about the need for better classroom facilities, the department plans to upgrade the existing infrastructure, including installing smart boards and projectors to enhance interactive learning.

Based on the students' interest in specialized historical periods and themes, the department has decided to introduce new elective courses covering diverse topics such as Ancient Civilizations, Modern European History, and Subaltern Studies. Acknowledging the students' request for more practical exposure, the department has organized field trips and study tours to historically significant sites, aiming to provide hands-on learning experiences and a deeper understanding of historical contexts.

*S. Sarkar*

**HoD**

**Department of History**

*R. Prasad*  
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## Action Taken Report Based on Students' Feedback (Sem 6, 2023)

### Department of Bengali, Dhupguri Girls' College

On receiving the feedback from the students of the 6th Semester, 2023, the department analysed it and took the following actions after discussing them in a departmental meeting:

- To enhance the learning experience, the department has decided to increase the number of digital resources, including Bengali e-books and online journals, by subscribing to more digital libraries and databases.
- Acknowledging the need for better classroom facilities, the department plans to upgrade the infrastructure by installing smart boards and projectors to support interactive learning.
- In response to the students' interest in cultural and literary events, the department has organized workshops and seminars with renowned Bengali authors and scholars to discuss various literary themes and contemporary issues in Bengali literature.

*K. Mustar'*

**HoD**  
**Department of Bengali**

  
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## Action Taken Report Based on Students' Feedback (Sem 6, 2023) Department of English, Dhupguri Girls' College

On receiving the feedback from the students of the 6th Semester, 2023, the department analysed it and took the following actions after discussing them in a departmental meeting:

- Digital Resources: The department has decided to increase access to digital resources, including e-books and online journals.
- Classroom Upgrades: Plans are underway to enhance classroom facilities with smart boards and projectors.
- New Electives: New elective courses in Contemporary Literature and Creative Writing will be introduced.
- Guest Lectures: The department will organize guest lectures by notable authors and literary critics.
- Writing Workshops: Regular writing workshops will be conducted to improve students' writing skills.
- Internship Opportunities: Partnerships with local publications to provide internship opportunities for students interested in journalism and publishing.

**HoD**

**Department of English**

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## Action Taken Report Based on Institutional Feedback for Alumni (2022-2023)

### Dhupguri Girls' College

Based on the feedback collected from the students through the Student Satisfaction Survey, the following actions have been taken to address the key areas of concern and suggestions provided by the students:

#### **1. Improvement in Syllabus Coverage and Teaching Preparation:**


**Feedback:** Students appreciated the thorough preparation of teachers for classes but highlighted that not all syllabuses were fully covered.

**Action:** The college has implemented a more structured syllabus monitoring system to ensure that at least 85% of the syllabus is covered in all subjects. Regular reviews and additional classes are being scheduled to cover any remaining portions.

#### **2. Enhancement of Classroom Infrastructure:**

**Feedback:** Students expressed the need for improved classroom facilities, including better teaching aids and environments.

**Action:** The college is upgrading classroom infrastructure by installing smart boards and projectors. Additionally, seating arrangements and lighting systems are being improved to create a more conducive learning environment.

  
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### 3. Introduction of New Elective Courses:

**Feedback:** There was a demand for more specialized courses and electives to cater to diverse interests.

**Action:** New elective courses in Contemporary Literature, Creative Writing, and various historical periods are being introduced. This will provide students with more options to tailor their education according to their interests and career goals.

### 4. Regular Workshops and Guest Lectures:


**Feedback:** Students suggested increasing interactions with experts and scholars in their fields.

**Action:** The college has organized a series of workshops and guest lectures by notable authors, historians, and subject matter experts. These sessions aim to enhance the academic experience and provide insights into real-world applications of the subjects studied.

### 5. Support for Research and Internships:

**Feedback:** There was a call for more opportunities in research and practical experience.

**Action:** The college has strengthened its support for student-led research projects by providing access to archives, funding for research materials, and faculty guidance. Partnerships with local businesses and organizations are being established to offer internships and practical experience opportunities.

  
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## 6. Promotion of Extracurricular Activities:

**Feedback:** Encouragement for participation in extracurricular activities was deemed necessary for holistic development.

**Action:** The college is actively promoting participation in sports, cultural events, and other extracurricular activities. New clubs and societies have been formed to foster a more engaging campus life.

## 7. Utilization of ICT Tools in Teaching:

**Feedback:** Students noted the varying use of ICT tools among teachers.

**Action:** Training sessions for teachers on effective ICT tool usage, such as LCD projectors and multimedia, are being conducted. This aims to standardize the use of technology in classrooms to enhance the learning experience.

## 8. Continuous Quality Improvement:

**Feedback:** Students emphasized the need for continuous quality improvement in the teaching-learning process.

**Action:** The institution has set up a continuous quality improvement committee that includes student representatives. This committee monitors, reviews, and suggests improvements for teaching methodologies and learning outcomes.

## 9. Mentorship and Counseling:

**Feedback:** The importance of mentorship and personalized guidance was highlighted.



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**Action:** A robust mentorship program has been implemented where each student is assigned a mentor. Regular follow-ups and counselling sessions are conducted to address academic and personal challenges.

## 10. Encouraging Student Participation in Decision-Making:

**Feedback:** Students appreciated being involved in the feedback process and suggested more involvement in institutional decisions.

**Action:** Student councils and feedback committees have been empowered to participate actively in institutional decision-making processes, ensuring their voices are heard and considered.

### Major Highlights

**Enhanced Syllabus Coverage:** Structured monitoring to ensure 85% syllabus coverage.

**Upgraded Classroom Infrastructure:** Installation of smart boards and projectors.

**New Elective Courses:** Introduction of electives in Contemporary Literature, Creative Writing, and historical periods.

**Workshops and Guest Lectures:** Regular sessions by notable authors and experts.

**Research and Internship Support:** Strengthened support for research projects and internships.

**Extracurricular Activities Promotion:** Active promotion and formation of new clubs and societies.

**Utilization of ICT Tools:** Training sessions for effective ICT tool usage in classrooms.

**Continuous Quality Improvement:** Establishment of a quality improvement committee with student representatives.

**Robust Mentorship Program:** Implementation of a mentorship program with regular follow-ups.

**Student Participation in Decision-Making:** Empowerment of student councils in decision-making processes.



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## Major Highlights of Institutional Feedback on Students (2022-23 Session)

1. **Syllabus Coverage:** Ensured 85% syllabus coverage through regular reviews and additional classes.
2. **Classroom Infrastructure:** Upgraded with smart boards and projectors.
3. **New Add-on Elective Courses:** Introduced electives in Gandhian movement, Gender studies, Creative Writing, and historical periods.
4. **Workshops and Guest Lectures:** Organized regular sessions with notable authors and experts.
5. **Research and Internship Support:** Strengthened support for research projects and internships.
6. **Extracurricular Activities Promotion:** Actively promoted and formed new clubs and societies.
7. **ICT Tools Utilization:** Conducted training for effective use of ICT tools in classrooms.
8. **Continuous Quality Improvement:** Established a quality improvement committee with student representatives.
9. **Mentorship Program:** Implemented a mentorship program with regular follow-ups.
10. **Student Decision-Making Participation:** Empowered student councils in decision-making processes.
11. **Library and Resources:** Improved availability of prescribed books and study materials.
12. **Skill Development:** Curriculum focused on skill development, employability, and research.
13. **Curriculum Planning:** Departmental planning for curriculum implementation made available to students.
14. **Internship and Field Visits:** Arranged internships, student exchanges, and field visit opportunities.
15. **Learning Environment:** Created a peaceful and conducive learning environment.
16. **Infrastructure Maintenance:** Ensured clean and well-maintained classrooms and facilities.
17. **Green Campus:** Maintained a green and eco-friendly campus environment.
18. **Grievance Redressal:** Efficiently addressed and resolved student grievances.
19. **Internet Facilities:** Provided reliable internet access on campus.
20. **Library Services:** Enhanced role of the Central Library in providing comprehensive services.





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## Action Taken Report Based on Institutional Feedback from Students (2023)

### Dhupguri Girls' College

Based on the comprehensive feedback collected from the students regarding the curriculum and infrastructure, the college has undertaken several measures to address the concerns and suggestions raised. The key actions taken are as follows:

#### **Enhanced Syllabus Coverage:**

**Feedback:** Students noted varying degrees of syllabus coverage.

**Action:** A structured monitoring system has been implemented to ensure at least 85% syllabus coverage in all subjects. Regular reviews and additional classes have been scheduled to cover any remaining portions.

#### **Upgraded Classroom Infrastructure:**

**Feedback:** Students requested better classroom facilities and teaching aids.

**Action:** Smart boards and projectors have been installed in classrooms. Improvements in seating arrangements and lighting systems have been made to create a more conducive learning environment.

#### **Introduction of New Elective Courses:**

**Feedback:** Students expressed a desire for more specialized courses.

**Action:** New elective courses in Contemporary Literature, Creative Writing, and various historical periods have been introduced to cater to diverse academic interests.

#### **Regular Workshops and Guest Lectures:**

**Feedback:** Students suggested increasing interactions with experts and scholars.

**Action:** The college has organized a series of workshops and guest lectures by notable authors, historians, and subject matter experts to enhance the academic experience and provide real-world insights.





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## **Support for Research and Internships:**

**Feedback:** Students called for more opportunities in research and practical experience.

**Action:** Support for student-led research projects has been strengthened with access to archives, funding for research materials, and faculty guidance. Partnerships with local businesses and organizations have been established to offer internships and practical experience opportunities.

## **Promotion of Extracurricular Activities:**

**Feedback:** Students highlighted the importance of extracurricular activities for holistic development.

**Action:** The college is actively promoting participation in sports, cultural events, and other extracurricular activities. New clubs and societies have been formed to foster a more engaging campus life.

## **Utilization of ICT Tools in Teaching:**

**Feedback:** Students noted varying use of ICT tools among teachers.

**Action:** Training sessions for teachers on effective ICT tool usage, such as LCD projectors and multimedia, have been conducted to standardize technology usage in classrooms.

## **Continuous Quality Improvement:**

**Feedback:** Students emphasized the need for continuous quality improvement in the teaching-learning process.

**Action:** A continuous quality improvement committee, including student representatives, has been established to monitor, review, and suggest improvements for teaching methodologies and learning outcomes.

## **Robust Mentorship Program:**

**Feedback:** The importance of mentorship and personalized guidance was highlighted.



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**Action:** A robust mentorship program has been implemented where each student is assigned a mentor. Regular follow-ups and counselling sessions are conducted to address academic and personal challenges.

### **Encouraging Student Participation in Decision-Making:**

**Feedback:** Students appreciated being involved in the feedback process and suggested more involvement in institutional decisions.

**Action:** Student councils and feedback committees have been empowered to participate actively in institutional decision-making processes, ensuring their voices are heard and considered.

### **Library and Resources:**

**Feedback:** Availability of prescribed books and study materials in the library was a concern.

**Action:** The college has improved the availability of prescribed books and study materials in the library.

### **Skill Development and Employability:**

**Feedback:** Students emphasized the need for curriculum that supports skill development and employability.

**Action:** The curriculum has been designed to focus on skill development, employability, and research, ensuring students are well-prepared for the job market.

### **Curriculum Planning and Implementation:**

**Feedback:** Students requested more transparency in curriculum planning.

**Action:** Departmental planning for curriculum implementation has been made available to students.

### **Internship and Field Visit Opportunities:**

**Feedback:** Students wanted more practical exposure through internships and field visits.



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**Action:** The college has arranged internships, student exchanges, and field visit opportunities.

Creating a Conducive Learning Environment:

**Feedback:** Students requested a more peaceful and conducive learning environment.

**Action:** The college has taken measures to create a peaceful and conducive learning environment.

**Infrastructure Maintenance:**

**Feedback:** Cleanliness and maintenance of classrooms and facilities were highlighted.

**Action:** Efforts have been made to ensure clean and well-maintained classrooms and facilities.

**Green and Eco-Friendly Campus:**

**Feedback:** Students appreciated the green campus and requested its maintenance.

**Action:** The college has maintained its green and eco-friendly campus environment.

**Efficient Grievance Redressal:**

**Feedback:** Students emphasized the need for efficient grievance redressal mechanisms.

**Action:** An efficient grievance redressal system has been implemented to address and resolve student grievances promptly.


**Reliable Internet Access:**

**Feedback:** Students requested reliable internet access on campus.

**Action:** Reliable internet access has been provided across the campus.

**Comprehensive Library Services:**

**Feedback:** Students requested better library services.

  
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**Action:** The role of the Central Library has been enhanced to provide comprehensive computerized services.

#### **Availability of Online Educational Resources:**

**Feedback:** Students requested more online educational resources.

**Action:** Online educational resources have been made available and accessible to students.

#### **Helpful Office Staff:**

**Feedback:** Students appreciated the helpfulness of office staff.

**Action:** Efforts have been made to ensure office staff are cooperative and helpful.

#### **Hygienic Facilities:**

**Feedback:** Cleanliness of toilets and washrooms was a concern.

**Action:** Toilets and washrooms are regularly cleaned and properly maintained.

#### **Clean Drinking Water:**


**Feedback:** Availability of clean drinking water was highlighted.

**Action:** Clean drinking water is available in the department and across the campus.

#### **Peaceful Campus Environment:**

**Feedback:** Students requested a calm and peaceful environment for studying.

**Action:** The college has maintained a peaceful and calm campus environment conducive to learning.

  
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## Action Taken Report Based on Employee Feedback (2023)

### Dhupguri Girls' College

Based on the detailed feedback provided by the employees from 2018-19 to 2022-23, Dhupguri Girls' College has implemented several measures to address the concerns and suggestions raised by the faculty and staff. The key actions taken are as follows:

#### **Satisfaction with Teaching Resources:**

**Feedback:** The satisfaction level has gradually increased, with a majority being very satisfied in recent years.

**Action:** The college has continuously upgraded teaching resources, ensuring the availability of the latest teaching aids, digital tools, and updated materials to enhance the teaching experience.

#### **Support for Professional Development:**


**Feedback:** There has been a significant improvement in professional development support.

**Action:** More workshops, training sessions, and opportunities for attending conferences and seminars have been provided. The college has also facilitated access to online courses and certifications.

#### **Communication Effectiveness:**

**Feedback:** Communication effectiveness has seen improvement, with a substantial number of employees rating it as very effective.

**Action:** The college has implemented regular communication channels, including weekly meetings, newsletters, and feedback loops to ensure clear and effective communication across all levels.

  
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## **Manageability of Workload:**

**Feedback:** Employees generally find their workload manageable, with a notable increase in those who always find it manageable.

**Action:** Workload distribution has been optimized, with additional support provided during peak times. The college has also encouraged work-life balance through flexible working hours and support programs.

## **Handling of Teacher Concerns and Suggestions:**

**Feedback:** There has been an improvement in how teacher concerns and suggestions are handled, with more employees rating the process as excellent.

**Action:** A formal feedback and grievance redressal system has been established, ensuring timely and fair handling of concerns and suggestions. Regular feedback sessions are conducted to address issues promptly.

## **Promotion of a Positive Learning Environment:**

**Feedback:** There has been consistent feedback on the positive learning environment.

**Action:** The college has promoted a collaborative and inclusive culture, with initiatives aimed at fostering a supportive and positive atmosphere for both teaching and learning.

## **Opportunities for Decision-Making:**

**Feedback:** Employees have appreciated the opportunities for decision-making.

**Action:** Faculty and staff have been actively involved in decision-making processes, with representation on various committees and boards to ensure their voices are heard.

## **Effectiveness of Current Curriculum:**

**Feedback:** The curriculum has been rated as effective to very effective.





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**Action:** Regular curriculum reviews and updates have been conducted, incorporating feedback from both faculty and students to keep the curriculum relevant and comprehensive.

### **Support in Managing Student Behavior and Discipline:**

**Feedback:** There has been positive feedback regarding support in managing student behavior and discipline.

**Action:** The college has implemented clear policies and provided training for faculty on effective classroom management and disciplinary practices.

### **Satisfaction with Leadership:**

**Feedback:** Satisfaction with leadership has shown an upward trend.

**Action:** Leadership development programs and transparent governance practices have been put in place to build trust and satisfaction among employees.

### **Approachability of Principal:**

**Feedback:** The principal has been rated as highly approachable.

**Action:** Open-door policies and regular interaction sessions with the principal have been maintained to ensure accessibility and approachability.

### **Effectiveness of Principal's Leadership:**

**Feedback:** The effectiveness of the principal's leadership has been consistently high.

**Action:** Continuous leadership development and a focus on strategic vision and collaborative governance have been emphasized to maintain and enhance leadership effectiveness.

  
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