

**GOVERNMENT OF WEST BENGAL**

**GOVERNMENT GENERAL DEGREE COLLEGE LALGARH**

**LALGARH:: JHARGRAM::721516**

Website: [www.lalgarhgovtcollege.org](http://www.lalgarhgovtcollege.org) :: Telephone No.: 03221-291715

**Memo. / Ref. No.:**

**Date: .....**

**1.4 Feedback System**

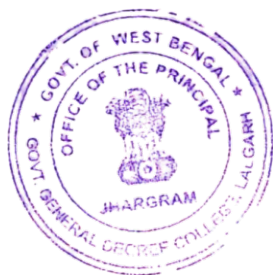
**1.4.1**

**Action Taken Report (2023-2024)**

- 1. Action Taken Report on Student Feedback (2023-2024)**
- 2. Action Taken Report on Teacher Feedback (2023-2024)**
- 3. Action Taken Report on Non-Teaching Staff Feedback (2023-2024)**
- 4. Action Taken Report on Alumni Feedback (2023-2024)**

*Biswajit Chakrabarty*

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**STUDENTS' FEEDBACK**  
**ACTION TAKEN**  
**(SESSION 2023-24)**

**1. Teacher Personality Development:**

- Action Taken: Institute encouraged teachers to participate in various Orientation programmes/ Refresher Courses/Faculty Induction programmes time to time to improve their personal growth, self-awareness and teaching skills. Besides that, the Institution has organised a special lecture for the same.

**2. Contribution to Inculcate Human Values:**

- Action Taken: Seminar on 'Yoga' has been conducted by the college.

Blood-donation camp has been organised by the NSS Unit of GGDC, Lalgarh.

Invited speakers from various fields who are known for their ethical practices to share their experiences and insights with students.

**3. College Website:**

- Action Taken: Compiled a list of essential features and sections to be included or updated based on feedback.

Collaborated with the design team to create a modern, user-friendly layout.

Updated the college website with the latest information and improved its user interface to enhance its helpfulness.

Plans have been put in place for periodic reviews and updates to ensure the website remains aligned with the college's goals and user needs.

**4. Library Resources:**

- Action Taken: Renovated the library's reading area to include more study spaces and comfortable seating.

Provided students with more flexible hours to access library resources, catering to those with varying schedules.

Purchased new books and e-books relevant to the curriculum to ensure the library collection is up-to-date.

**5. Syllabus Assessment:** Since GGDC, Lalgarh is affiliated to Vidyasagar University, it does not have a direct provision to modify the syllabus. However, recommendations for updating the course syllabus have been forwarded to the University through the proper channel.

**6. Support from Office Staff:**

- Action Taken: Provided customer service training to office staff to improve their responsiveness and effectiveness in assisting students. 'Help Desk' for the students has been created with 10 am to 5 pm available contact no available for students.



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**TEACHERS' FEEDBACK**

**ACTION TAKEN**

**(SESSION 2023-24)**

**Actions Taken:**

**1. Infrastructure Maintenance and Upgrades:**

- Scheduled regular maintenance checks for Wi-Fi, classrooms, and reading rooms.

**2. Student-Teacher Collaboration:**

- Encouraged teachers to hold office hours for students to discuss course material and feedback.
- Developed a student-teacher consultation program that allows students to provide input on course content and teaching methods.

**3. Improving Availability of Reference Materials:**

To enhance accessibility, the college library has created an all-in-one database consisting of online free resources, ensuring that students and faculty have access to a wide range of digital reference materials. Faculty members are now consulted regularly to provide input on which new reference materials should be purchased, ensuring that the library's collection remains relevant to the curriculum. Regular orientation sessions are now offered to students and faculty to familiarize them with the library's resources, including how to access and utilize both physical and digital materials. The library space has been reorganized to better accommodate the new reference materials, ensuring that they are easily accessible and prominently displayed.

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**ACTION TAKEN REPORT OF NON-TEACHING STAFF'S FEEDBACK**

**(SESSION 2023-24)**

**1. General Working Environment**

- The administration acknowledges the positive feedback regarding the working environment and commits to maintaining high standards.
- A staff appreciation day has been observed to further enhance the positive atmosphere.

**2. Uniformity of Duty Allocation**

- The administration has reviewed the current workload distribution to address any perceived inequities. A new roster has been issued.

**3. Settlement of Employee Grievances**

- A grievance redressal system has been put in place to ensure it remains fair and effective.
- Plans have been made to regularise the feedback system involving the staff.

**4. Infrastructural Facilities**

- The college has initiated the process of upgrading existing facilities.

**5. Availability of Recreational Activities**

- The college has allocated a separate fund to buy sporting equipments both indoor and outdoor for the staff members.

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## GOVERNMENT GENERAL DEGREE COLLEGE LALGARH

### ALUMNI FEEDBACK

### ACTION TAKEN REPORT

(SESSION 2023-24)

#### 1. Improvement of Grievance Redressal Facility:

2. **Action Taken:** The College has proposed to streamline the specific suggestions and opinions from the members of the alumni for comprehensive engagement of the alumni in various activities of the institution.

#### 3. Upgrading of College Website:

**Action Taken:** The college website has undergone a complete overhaul to improve its design, functionality, and the quality of information provided.

#### 4. Cultural Activities Promotion:

**Action Taken:** The college has expanded its cultural activities by providing more funding for cultural events. The institution tries to host cultural activities such as Students' Week, Amrit Mahotsav etc. The NSS unit is very active in this regard.

#### 5. Strengthening of Sports and Games Facilities:

**Action Taken:** The college has allocated additional funds to upgrade the sports and games facilities. This includes the renovation of the existing playground, the purchase of new sports equipment.

#### 6. Infrastructure Upgrades:

**Action Taken:** The college has initiated a renovation project to update and improve the physical infrastructure. This includes repairs to the buildings, improvements to the classrooms, and the installation of modern teaching aids to enhance the learning environment. The library has been expanded with the acquisition of new books, journals, and digital resources to provide students with a wider range of materials for their academic needs. Additionally, the college has invested in technology to digitize parts of the library collection, making it more accessible to students. The laboratories

have been refurbished with new equipment and updated facilities to ensure that students have access to the latest tools and technology for their practical studies.



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