



# Cluny Women's College

8th Mile, Kalimpong - 734301

West Bengal, INDIA

(Established & Administered by Sisters of St. Joseph of Cluny)

W.B. Govt. Aided Christian Minority College Affiliated to NBU & recognized by UGC under section 2(f) & 12(B)

Tele-Fax.: 03552 - 257924 (O)

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Ref. No.:.....

Date:.....

## ACTION TAKEN REPORT ON FEEDBACK OF STAKEHOLDERS

2022-2023

In the context of upgrading the curriculum at Cluny Women's College, Kalimpong, an offline and online feedback survey was conducted on February 2023, involving key stakeholders such as students, teachers, and alumni. The analysis of the feedback by the Institutional Quality Assurance Cell (IQAC) members led to the formulation of necessary actions.

### **Methodology of Action Taken**

The methodology involves a focused approach on identifying and prioritizing critical issues for development. It includes thorough assessment, strategic planning, and implementation of measures aimed at addressing immediate needs while contributing to long-term growth. The process is guided by a commitment to comprehensive and purposeful initiatives aligned with the overarching goals of the institution. We are honing in on key areas critical to the overall advancement and progress of the institution. This approach involves identifying and prioritizing these significant issues to implement strategic measures.



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## Students Feedback Action taken Report

Important areas	Action taken
<b>Library Resources Enhancement</b>	Recognizing the importance of library resources, the college has initiated a comprehensive plan to enhance the availability of academic materials. This includes increasing the collection of relevant books and journals, as well as incorporating digital resources to meet the diverse needs of students.
<b>E-Resources Improvement</b>	Acknowledging the varied responses on E-Resources Availability, the college is actively working to improve digital learning resources. An upgrade in online platforms and the integration of advanced e-resources will be implemented to ensure students have access to high-quality, up-to-date materials.
<b>Sports Facilities Upgradation</b>	Given the feedback indicating a potential area for enhancement in sports facilities, the college is investing in the upgradation of sports infrastructure. This includes improvements in sports equipment, playing fields, and the introduction of specialized coaching programs to promote a more vibrant and inclusive sports culture.





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<b>IT Facilities Enhancement</b>	Recognizing the need for better Computer and Internet Accessibility, the college is undertaking measures to enhance IT facilities. This includes upgrading computer labs, improving internet connectivity, and providing additional technical support to ensure seamless access to digital resources for academic purposes.
<b>Grievance Redressal Mechanism Refinement</b>	Considering the feedback on the Grievance Redressal Mechanism, the college is actively refining the system to address concerns more efficiently. This includes streamlining the process, increasing communication channels, and conducting regular reviews to ensure an effective and responsive mechanism for grievance resolution.



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## Parents Feedback Action taken Report

Important areas	Action taken
<b>Fee Structure Assessment</b>	To respond to the apprehensions raised by some of the parents concerning the fee structure, the college aims to engage in transparent communication and offer comprehensive clarification. Efforts have been directed towards elucidating the fee structure through various means, ensuring a thorough understanding among parents. College has underscored the adherence to government norms, emphasizing that the fees are established without arbitrary increases. It was communicated that the college has diligently considers the financial constraints of students, extending support through full studentships to those in need.
<b>Continuous Improvement in Assessment Methods</b>	Implemented ongoing reviews of assessment methods to maintain clarity, fairness, and effectiveness. Solicited feedback from parents to enhance assessment practices further. Introduced initiatives to involve parents in the college community, valuing their suggestions through regular feedback sessions, forums, or surveys to enhance overall parental engagement.





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## Alumni feedback Action taken Report

Important areas	Action taken
<b>Infrastructure Enhancement Initiative</b>	Acknowledging the high satisfaction with infrastructure, the college has initiated a comprehensive enhancement plan to further elevate the physical facilities on campus.
<b>Focused Improvement in Extra-curricular Activities</b>	Recognizing the room for improvement in extra-curricular activities, the college has launched targeted initiatives to diversify and enhance the extracurricular offerings, aiming for a more enriching experience
<b>Strengthening Industry Academia Exposure</b>	In response to varied experiences in industry academia exposure, the college is actively working on strengthening ties with industries, fostering collaborations, and diversifying exposure opportunities for students.
<b>Alumni Engagement Strengthening</b>	Building on the strong satisfaction with alumni engagement efforts, the college is implementing strategies to further strengthen connections, including alumni mentorship programs and collaborative events
<b>Enriched Quality Initiatives Based on Suggestions</b>	Considering alumni suggestions, the college is prioritizing initiatives such as increasing guest lectures/knowledge partnerships, enhancing placement/internship programs, fostering industry academia interface building and tie-ups, and expanding financial assistance through sponsorships/scholarships





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## Teacher's Feedback Action taken Report

Important areas	Action taken
<b>Enhanced Participatory Decision-Making Culture</b>	Established regular forums for faculty input and collaboration, fostering a participatory decision-making culture. Conducted periodic surveys and meetings to gather ideas, ensuring diverse perspectives in decision-making processes
<b>Infrastructure Upgrade Initiative</b>	Initiated a comprehensive infrastructure upgrade program, focusing on maintaining and enhancing classrooms, laboratories, and ICT facilities. Regular maintenance checks and timely upgrades are now part of a proactive approach to create an optimal learning and research environment.
<b>Strengthened External Collaborations</b>	Facilitated increased engagement with external experts by organizing regular workshops and seminars. Established a streamlined process for faculty to invite experts, promoting collaborative learning and knowledge exchange.



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<b>Responsive Administrative Support</b>	Strengthened administrative support by establishing accessible channels for faculty. Implemented a faculty-friendly environment, ensuring efficient communication channels and addressing administrative concerns promptly.
<b>Library Resources Enrichment Program</b>	Executed a comprehensive program aimed at enriching library resources, encompassing the expansion of facilities, heightened availability of resources, and improved convenience. A decision has been made to annually procure books up to two lakhs rupees to address the academic requirements effectively.





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## **Conclusion:**

Cluny Women's College, Kalimpong, diligently addressed stakeholder feedback through a comprehensive action plan. Initiatives include enhancing library resources, upgrading sports and IT facilities, refining grievance redressal mechanisms, and fostering a participatory decision-making culture. Transparent communication alleviated parental concerns regarding the fee structure, emphasizing adherence to government norms. Ongoing improvements in assessment methods and active parental engagement initiatives were implemented. For alumni, efforts encompass infrastructure enhancement, improved extracurricular activities, strengthened industry academia exposure, and heightened alumni engagement. Faculty-centric actions involve upgrading infrastructure, fostering external collaborations, ensuring administrative support, and enriching library resources annually.