

Government of West Bengal Office of the Principal Darjeeling Government College Darjeeling - 734 101, West Bengal, INDIA.

ACTION TAKEN REPORT (2018-2019)

Student satisfaction surveys are an important tool for measuring the effectiveness of education and identifying areas for improvement. By gathering feedback from students about their experiences in the classroom, the College can gain valuable insights into what is working well and what needs to be changed. This information can then be used to make informed decisions about curriculum development, teaching methods, and resource allocation.

After the feedback reports from the students and the teachers, the following action taken by the College:

- 1. Most of the students were satisfied with the completion of the syllabus and the study environment of the College.
- 2. There is demand from teachers and students to increase the number of smart classrooms and the College has put forward a proposal for a new academic building.
- 3. To increase the water connections all over the College, especially to the Toilets.
- 4. For the drinking water facility, the College has proposals to the higher education department for the connections in the College.
- 5. To encourage the students into extracurricular activities, the College playground has been extended. This will be beneficial for the physical development of the students.
- 6. Encourage the students to go to the library and make use of most of the resources.
- 7. Awareness among students regarding the Grievance Redressal Committee.

IQAC Co-ordinator Dr. Willie Henry Darjeeling Government College Darjeeling-734101

Officer-in-Charge Darjeeling Govt. College

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ACTION TAKEN REPORT (2019-2020)

Conducting a student satisfaction survey can also improve communication and build trust between students and teachers. By giving students, a voice and actively seeking their input, educators can demonstrate that they are committed to creating a positive learning environment. This can increase student engagement and motivation, leading to improved academic performance and greater student success. The IQAC conducts a feedback survey after the end of every academic year and the action are taken by the College based on the feedback received. The Covid-19 induced lockdown from March 2020 deterred the College from implementing most of the following actions.

After the feedback reports from the students and the teachers, the following action taken by the College:

- 1. Most of the students were satisfied with the completion of the syllabus and the study environment of the College.
- 2. To monitor the progress of students, the Departments are asked to take monthly tests.
- 3. To increase the number of smart classrooms.
- 4. To increase the water connections all over the College, especially to the Common Toilets and the washroom of the teachers.
- 5. Encourage the students to go to the library and make use of most of the resources.
- 6. Solve the problem of drinking water facilities in the college
- 7. Awareness among students regarding the Grievance Redressal Committee, Anti-ragging, and Anti-Sexual Harassment Committee.

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ACTION TAKEN REPORT (2020 - 2021)

The College was closed and the classes were held online from March 2020 to October 2021. The college reopened in November 2021 after the lockdown.

- No major actions were taken during this period.
- The need for new methods of teaching and learning was felt and emphasized • by the College in case of any future epidemics.
- The need to maintain hygiene was felt after the Covid, hence sanitation was given top priority in the following months.
- The College felt the need for a medical room for any kind of medical assistance. Hence a proposal was put forward for same.
- For the Completion of the syllabus on time and the regular internal assessment to help the students get the flow of learning after the COVID lockdown, the teachers were asked to take extra care apart from the regular.



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