



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)

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ACTION TAKEN REPORT ON FEEDBACK OF STAKEHOLDERS 2023-2024 IQAC CLUNY WOMEN'S COLLEGE, KALIMPONG

Introduction

In an effort to upgrade the curriculum and enhance the overall academic and infrastructural environment at Cluny Women's College, Kalimpong, a comprehensive feedback survey was conducted in February 2024. This survey, held both offline and online, engaged key stakeholders, including students, teachers, parents, and alumni, between February 1 and February 15, 2024. Following the data collection, the Institutional Quality Assurance Cell (IQAC) meticulously analyzed the feedback from February 16 to February 25, 2024. Based on this analysis, a detailed report was prepared, outlining key areas for improvement. From March 1, 2024, actionable strategies were formulated and implemented. These measures aimed to address concerns related to curriculum enhancement, infrastructure development, and academic excellence, ensuring alignment with the institution's goals and stakeholders' expectations. Periodic reviews and updates were scheduled to monitor the progress and impact of these initiatives.

Methodology of Action Taken

The methodology for addressing the feedback of teaching and non-teaching staff was designed to ensure a structured and effective approach. Firstly, feedback was collected through well-structured surveys and interactive sessions. These surveys were tailored to gather specific input on operational challenges, workplace satisfaction, and suggestions for improvement, while interactive sessions encouraged open dialogue and qualitative insights. The collected data was then analyzed to identify and prioritize recurring themes and critical issues. Responses were categorized into actionable areas such as infrastructure enhancement, professional development, and administrative support, allowing for targeted interventions. Strategic planning followed, with clear and measurable objectives set to address the identified concerns. Resources, both financial and logistical, were allocated appropriately, and inputs from relevant stakeholders, including departmental heads and IQAC members, were incorporated to ensure a comprehensive and inclusive approach. Implementation was carried out in two phases. Short-term initiatives, such as organizing training sessions, upgrading digital tools, and improving workplace conditions, were executed promptly. Simultaneously, long-term plans, including structural improvements, skill


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development programs, and enhanced safety measures, were initiated with clear timelines and milestones. Dedicated task forces were formed to oversee the execution of specific actions, ensuring smooth and timely progress. This systematic methodology ensured that the concerns of the teaching and non-teaching staff were addressed effectively while fostering a supportive and inclusive work environment.

Stakeholder Feedback and Action Taken

1. Students' Feedback

Key Areas	Action Taken
Library Resources Enhancement	Expanded library facilities by adding over 500 new titles, including reference books and academic journals. Introduced a student-friendly digital catalog system for easy access. Initiated a quarterly student-library interaction to ensure the continuous addition of relevant materials.
E-Resources Improvement	Introduced a dedicated e-library platform with access to JSTOR, ProQuest, and other databases. Organized workshops for students on utilizing online resources effectively. Added high-speed Wi-Fi zones across the campus to facilitate seamless digital learning.
Sports Facilities Upgradation	Launched a sports rejuvenation initiative, including renovation of the basketball court, and addition of new equipment for athletics. Collaborated with local sports academies to provide specialized coaching programs.
IT Facilities Enhancement	Upgraded computer labs with state-of-the-art hardware and software. Increased the number of internet-enabled devices available to students. Launched a 24/7 IT helpdesk for technical support.
Grievance Redressal Mechanism	Revamped the grievance portal for real-time tracking of complaints. Assigned a dedicated committee for bi-weekly reviews of grievances and resolutions. Conducted awareness sessions to familiarize students with the redressal process.


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2. Parents' Feedback

Key Areas	Action Taken
Fee Structure Transparency	Organized parents meetings to provide detailed insights into the fee structure. Established a financial aid desk to address concerns and provide information about scholarships and fee waivers.
Improved Assessment Methods	Conducted parent orientation sessions on assessment policies. Introduced online access for parents to track their wards' performance. Implemented continuous internal evaluation methods for better transparency.
Enhanced Communication	Created a dedicated parent-teacher communication portal to facilitate regular interaction. Scheduled bi-annual parent engagement workshops to discuss academic and extracurricular progress.

3. Alumni Feedback

Key Areas	Action Taken
Infrastructure Enhancement	Initiated a "Campus Beautification Project" that included eco-friendly landscaping, upgraded common areas, and improved accessibility for differently-abled students.
Extra-curricular Activities	Introduced diverse student clubs (e.g., drama, photography, debate) and allocated budgets for inter-college cultural and academic events. Established a dedicated extracurricular activity coordinator to streamline programs.
Industry-Academia Collaboration	Partnered with industry leaders to host guest lectures, skill-building workshops, and internship fairs. Formalized Memorandums of Understanding (MoUs) with five reputed organizations for internships and placements.
Alumni Engagement	Launched an alumni mentorship program connecting current students with alumni. Organized an annual alumni day with workshops and interactive sessions to strengthen ties.


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4. Teachers' Feedback

Key Areas	Action Taken
Participatory Decision-Making	Established monthly faculty councils to foster collaborative decision-making. Introduced anonymous suggestion boxes to encourage candid feedback from teachers.
Infrastructure Upgrade	Procured smartboards for classrooms to enhance teaching delivery. Renovated faculty rooms to ensure a comfortable working environment.
External Collaborations	Conducted faculty development programs in collaboration with prestigious universities. Provided grants for attending national and international conferences.
Library Resources	Allocated an annual budget of INR 2.30 lakhs exclusively for acquiring new books and journals. Regularly sought inputs from faculty on essential resources.
Administrative Support	Digitalized administrative processes to reduce paperwork. Assigned a faculty liaison officer to ensure smooth communication between departments and administration.

5. Non-Teaching Staff Feedback

Key Areas	Action Taken
Work Environment Enhancement	Improved workplace conditions by providing better ventilation, ergonomic furniture, and renovating staff rooms for a more conducive working environment.
Skill Development Opportunities	Organized workshops on IT proficiency, office management, and interpersonal communication. Certificates of participation were provided to encourage involvement.
Workload Management	Conducted workload analysis to redistribute tasks equitably and hired additional support staff in critical areas.
Transparent Grievance Redressal	Established a formal grievance mechanism with regular meetings and a dedicated point of contact to address concerns promptly.
Capacity Building Through Team Activities	Organized team-building activities and outings to foster collaboration and camaraderie among staff members.


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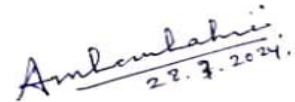
Conclusion

Cluny Women's College, Kalimpong, has demonstrated a proactive approach in addressing feedback from key stakeholders—students, parents, alumni, teachers, and non-teaching staff. The actions taken reflect the college's commitment to academic excellence, infrastructural development, and holistic growth. Efforts to enhance library resources, e-learning platforms, sports facilities, IT infrastructure, and grievance redressal mechanisms have significantly improved the academic experience. The integration of digital tools and access to modern resources has created a conducive learning environment, while an emphasis on sports and extracurricular activities fosters well-rounded development in students. In response to parents' feedback, the college has improved transparency in fee structures, implemented clearer assessment methods, and enhanced communication channels, strengthening the bond between parents and the institution. The college's efforts to engage alumni and foster industry-academia collaborations have expanded opportunities for students, enriching their learning through internships, guest lectures, and workshops. The "Campus Beautification Project" and infrastructure upgrades have also enhanced the campus's appeal and accessibility. Teachers' feedback led to the establishment of participatory decision-making processes, infrastructure improvements, and professional development opportunities. Similarly, non-teaching staff feedback was valued, with actions taken to improve workplace conditions, manage workloads, and provide skill development. Cluny Women's College remains committed to refining these initiatives to meet the evolving needs of its stakeholders. Through the continuous monitoring and adaptation of strategies, the college aims to foster a responsive, inclusive, and innovative academic community, positioning itself as a premier institution dedicated to academic and personal development.



23/03/24
Dr. Sr. Pushpa Michael
Principal

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22.3.2024

Dr. Amlan Lahiri
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Extract of the Governing Body Meeting Cluny Women's College, Kalimpong

The Governing Body, in its meeting held on 14.12.2024, acknowledges and appreciates the proactive efforts of Cluny Women's College in addressing the feedback of key stakeholders, including students, parents, alumni, teachers, and non-teaching staff. The following resolutions were adopted:

- 1. Enhancement of Academic and Infrastructure Resources:** The college will continue to improve its library resources, e-learning platforms, sports facilities, IT infrastructure, and grievance redressal mechanisms, ensuring a comprehensive and modern learning environment.
- 2. Engagement with Parents:** In response to parent feedback, the college will maintain transparency in fee structures, implement clearer assessment methods, and strengthen communication channels to foster a closer bond with parents.
- 3. Alumni and Industry Collaboration:** Efforts to engage alumni and foster industry-academia collaborations will be further promoted to provide students with enhanced learning opportunities, including internships, guest lectures, and workshops.
- 4. Campus and Infrastructure Development:** The college will continue the "Campus Beautification Project" and further infrastructure upgrades to enhance the campus's appeal and accessibility.
- 5. Teachers' Development:** Based on teachers' feedback, the college will implement participatory decision-making processes, improve infrastructure, and provide professional development opportunities for faculty.
- 6. Non-Teaching Staff Welfare:** In response to non-teaching staff feedback, the college will enhance workplace conditions, manage workloads effectively, and provide skill development opportunities.

The Governing Body remains committed to continuously monitoring and refining these initiatives to meet the evolving needs of all stakeholders, ensuring Cluny Women's College's position as a premier institution dedicated to academic excellence and holistic student development.

Dr. Sr. Pushpa Michael
Secretary, Governing Body

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Governing Body
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