



Government of West Bengal
OFFICE OF THE PRINCIPAL
Maulana Azad College



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Action Taken Report on the Feedback Analysis: 2020-21

During the academic session 2020-21, the COVID-19 pandemic posed significant challenges to the academic performance and ambience of the institution. Despite these challenges, Maulana Azad College, under the guidance of the Internal Quality Assurance Cell (IQAC), took various initiatives to ensure continuous academic progress and a supportive environment for all stakeholders. Feedback was obtained from students, teachers, employers, and alumni, which played a crucial role in identifying areas of improvement and implementing necessary actions.

| CATEGORY | FEEDBACK/CONCERN | ACTION TAKEN |
|---|---|--|
| <i>Financial Assistance for Students</i> | Need for financial assistance during the pandemic. | The college provided financial assistance to needy students to ensure they could continue their studies. |
| <i>Academic Upgradations</i> | Continuous monitoring and support for academic improvement. | Regular monitoring and evaluation were conducted to help students in their academic performance. |
| <i>Awareness Programmes</i> | Need for awareness programmes on various issues. | Various awareness programmes were organized to educate students on different life issues. |
| <i>Library Upgradation</i> | Requirement for better access to reading materials both offline and online. | INFLIBNET facilities were provided and proposals for software upgradation were placed before the higher authority. |
| <i>Health and Hygiene</i> | Improvement of health and hygiene facilities including provisions for differently-abled stakeholders. | Proposals for lift, washrooms for girls, and proper washrooms for differently-abled stakeholders were submitted and are under consideration. |
| <i>Social/Cultural Activities</i> | Need for social and cultural engagement activities. | Numerous programmes were conducted by NSS and different departments to engage students. |
| <i>Environmental Setup</i> | Need for environmental sustainability measures. | Various measures were taken to improve the environmental setup. |
| <i>Student Support Cell Activities</i> | Maintaining continuous contact with students during the pandemic. | Regular communication was actively maintained by Student Support Cell members who reported to the authority for necessary actions. |
| <i>Career Advancement of Teachers</i> | Regular updates and notifications for career advancement as per UGC guidelines. | Notifications and guidance were provided at regular intervals for teachers' career advancement. |
| <i>Online Education and Digital Resources</i> | Need for digital resources for conducting online classes during the pandemic. | A YouTube channel was installed to preserve practical classes and other educational activities. |
| <i>Social Security and Safety</i> | Collaboration with local authorities for ensuring the safety and security of stakeholders. | Programmes were organized in collaboration with Kolkata Police to ensure social security. |

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| <i>Academic & Administrative Audit</i> | Regular audits for maintaining academic and administrative standards. | Both internal and external audits were conducted on a regular basis. |
| <i>Alumni Contribution</i> | Involvement of alumni in the development of the college. | Alumni association contributed by providing scholarships, maintaining college gardens, and organizing seminars to motivate students. |
| <i>E-Magazine Publication</i> | Need for creative engagement through publications during the pandemic. | Few departmental faculties introduced an E-Magazine to encourage students during COVID-19. |
| <i>Infrastructure Sharing</i> | Utilization of college infrastructure by external bodies. | College infrastructure was used by IGNOU students and for conducting various service-related examinations by State & Central, Joint Entrance Board, etc. |
| <i>Introduction of Add-on Courses</i> | Introduction of certificate/add-on courses to keep students engaged during the pandemic. | Successfully introduced a few certificate and add-on courses. |
| <i>Regular Evaluation and Feedback Mechanism</i> | Need for a systematic evaluation and feedback mechanism from students. | Immediate actions were taken based on the feedback received from students. |
| <i>Health-related Programmes</i> | Conducting health-related programmes for stakeholders. | Numerous health-related programmes were conducted by IQAC in association with NSS Unit. |
| <i>Sports and Games</i> | Provision of sports and games facilities. | All necessary supports for sports and games were provided by the college. |
| <i>Communication During COVID</i> | Maintaining continuous communication with teaching and non-teaching staff during COVID period. | Online discussions, seminars, training programmes, and webinars were conducted by the college authority in association with IQAC. |
| <i>Water Closets, CCTV, and Internet Maintenance</i> | Maintenance of essential facilities like water closets, CCTV, and internet/WiFi connections. | These facilities were maintained on a priority basis by the college authority. |

The feedback received from various stakeholders during the 2020-21 session was critical in guiding the institution's response to the challenges posed by the COVID-19 pandemic. Through the concerted efforts of the IQAC and college administration, significant improvements were made in academic performance, infrastructure, and support systems, ensuring the well-being and continuous progress of students, teachers, and other stakeholders

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