



# रामलाल आनंद कॉलेज

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## Ram Lal Anand College

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### Action Taken Report Based on feedback received at the end of Academic Session 2023-24

#### 1. Introduction

This report outlines the actions taken in response to feedback received from students, parents, alumni, faculty and employer concerning various aspects of college life. The goal is to address the issues and suggestions raised for our commitment towards continual improvement of the college environment and satisfaction level of stakeholders including students, staff, parents, employees and alumni.

#### 2. Feedback and Actions Taken

##### 2.1 Academics

**Feedback:** Student feedback indicates a need for adjustments in the academic timetable to enhance the overall learning experience. Key areas of concern include the concentration of assignments and exams at the end of the term, the presence of large gaps between classes, and challenges in managing extracurricular commitments. There is requirement of adequate time for assignments and preparatory leave to alleviate stress and improve academic performance. There are concerns about managing additional commitments like coaching or internships with the current timetable and attendance policies. Requirement of more Course Options in SEC, VAC, and GE courses.

**Action Taken:** The Standard Operating Procedure (SOP) devised for Student Internal Assessment and Continuous Assessment has already been developed, uploaded for website and communicated to students and faculty. Week-wise schedules for tests and assignments have been made part of the Lesson Plans by faculty members shared with students through Google Classroom/ERP or other mechanisms. This approach will address this student concerns and enable them to plan and manage better. The timetable committee is reviewing the schedule to minimize gaps, however due to paucity of rooms available and multiple course options offered by the college under GE, SEC, VAC it is challenging to address it completely. Adequate number of courses are being offered depending upon the expertise of the faculty.

##### 2.2 Library Facilities

**Feedback:** The library is well-equipped, but policies requiring the return of books before examination and restrictions on personal laptops and personal books create challenges.

**Action Taken:** The library policy requiring the return of books before the end of the semester is maintained to ensure timely availability of resources, as late returns have been an issue. The library hours have already been enhanced and is operational from 8 AM to 8 PM and is also open on Saturdays. To further support students, 6 new desktop systems with the latest technology are being purchased for student usage in library. The college is open to receive the lists of books on curriculum, entrance examinations to make these available in library. Moreover, a separate reading room is also planned once more space is shared by Aryabhata college.

### **2.3 Infrastructure Improvements**

**Feedback:** There is a need for additional space to accommodate more students, improved ventilation through air conditioning (AC) in all classrooms, and better infrastructure overall. Specific issues include uncomfortable benches, malfunctioning water taps, inconsistent availability of cold water.

**Action Taken:** The college is continually expanding its facilities, including a new block for the Department of Computer Science, in completion phase and will be operational in the upcoming academic session 2024-25. Additionally, process for installation of AC units in classrooms to enhance student comfort has been initiated. Caretaker/Infrastructure committee will be directed to address into petty maintenance issues. Maintenance related complaint register is placed in the office which takes care of day-to-day maintenance.

### **2.4 Canteen and Food Quality**

**Feedback:** The canteen provides essential food services, but there are concerns about the food quality, reduced quantity of food and rise in prices. The canteen infrastructure also needs improvement.

**Action Taken:** The Canteen Committee has been conducting regular inspections to ensure food quality and hygiene. Improvements in food quality and infrastructure are being prioritized. Infrastructural issues, infrastructure committee will be directed. A QR code for receiving complaints will be pasted in the canteen for quick submission and resolution. The canteen vendors are selected and given the assignment to run the canteen after floating tenders through website/GeM, only the vendor who has quoted lowest price is selected. The quality of the food is also surveyed at the time of their selection.

### **2.5 Sports and Extracurricular Activities**

**Feedback:** The college supports sports and extracurricular activities, but there is a need for better equipment. A closed badminton court to facilitate indoor play during adverse weather conditions.

**Action Taken:** The Sports Committee has been requested to review ensuring proper maintenance and availability of equipment and explore the possibility of developing closed badminton court.

## **2.6 Placement and Internships**

**Feedback:** The college provides career support, but there is a need to expand opportunities for internships and jobs.

**Action Taken:** The Career Counselling and Placement Cell (CCPC) has been facilitating a variety of internships and job opportunities, alongside soft skills training. CCPC has been further asked to review and devise mechanisms to enhance placement and internship prospects, better preparing students for the job market.

## **2.7 Operational Days and Skill Classes**

**Feedback:** The college operates on Saturdays.

**Action Taken:** Skill classes have been scheduled on Saturdays, following the recommendation from the University of Delhi South Campus colleges cluster. This adjustment aims to provide additional learning opportunities and accommodate student preferences for skill development in any cluster colleges.

## **2.8 Timetable Issues:**

**Feedback:** Students and parents suggested reducing timetable gaps, implementing continuous schedules, and improving overall timetable efficiency. There are concerns about addition of attendance for society members, flexibility for students with coaching or internships.

**Action Taken:** Timetable committee has been informed to review the timetable to minimize gaps between classes and consider implementing a more streamlined schedule. It will be ensured that the Society attendance is merged by the society convener on the ERP portal at the end of session to address attendance for society members.

## **2.8 Hygiene and Cleanliness**

**Feedback:** Washroom cleanliness, including girls' washrooms, needs improvement. Specific issues include malfunctioning water taps, inconsistent availability of hand wash, and cleanliness in general. Additionally, there are concerns about the availability of cold water and general infrastructure maintenance.

**Action Taken:** Washroom cleanliness is monitored by College Admin, and a complaint register is in place to address maintenance issues. Caretaker/Infrastructure committee has been directed to address

any petty issues including better maintenance of water taps and ensuring consistent availability of cold water.

## **2.9 Parent Orientation and Communication**

**Feedback:** Organize activities for parent orientation.

**Action Taken:** Starting from the current academic session, parents are routinely sent information about orientation session. However, notifications about attendance and internal assessment marks were not being sent. From Academic session 2024-25, these will be communicated through ERP. The ERP committee has been informed to get this feature included in the ERP portal, improving transparency and communication. Parents are also encouraged through orientation programme to communicate with the principal and department faculty members for any important query or concern related to their wards.

## **2.10 Hostel Facilities**

**Feedback:** The college should provide hostel facilities for students.

**Action Taken:** Due to current space constraints, hostel facilities are not available. However, students are generally provided with the information about quality Paying Guest (PG) accommodation options in the surrounding area in their departmental orientation programs.

## **2.11 Leadership and Institutional Growth:**

**Feedback:** The college's progress in academics and perception under the current Principal's leadership has been widely acknowledged by the faculty members. The warm, transparent, and supportive environment at the college has been highly appreciated by faculty.

**Action Taken:** The leadership's effective strategies will continue to be supported to maintain this positive trajectory and ensure smooth continuation of institutional advancements. This supportive culture will be preserved, with ongoing efforts to foster an inclusive and rewarding atmosphere.

## **2.12 Administrative Efficiency**

**Feedback:** The administrative office needs to be more responsive and efficient, with better communication about important information and improved handling of student concerns.

**Action Taken:** The administrative office has been shared this feedback and directed to improve communication and responsiveness. New systems for information dissemination and student support are also being implemented.

### **2.13 Employer Feedback and Improvement Measures:**

**Feedback:** Employers highlighted the need for improved candidate profiles, with specific concerns about basic industry knowledge, resume quality, and company research. Issues with technical difficulties and the timing of placement drives were also noted.

**Action Taken:** The CCPC has been shared the concerns and directed to introduce career counselling and resume workshops to address profile improvements. Placement drives will be scheduled after exams so that maximum number of students can participate in the placement drive. The college will enhance internet connectivity so that employer will not find any difficulty for placement sessions.

### **2.14 Faculty Feedback and Improvement Measures**

#### **2.14.1 Extra-Curricular Activities:**

**Feedback:** The diverse range of extra-curricular activities has been praised for enriching student life; however, meetings schedule timings should not affect disturbance of classes for students.

**Action Taken:** To balance academic commitments and extra-curricular activities, meetings involving students will be scheduled in the second half of the day, and future adjustments will be considered based on feedback.

#### **2.14.2 Faculty Orientation Workshop:**

**Feedback:** College needs to organize workshops to understand the service rules for newly appointed faculty members.

**Action Taken:** A workshop for newly recruited faculty members has been organized to provide information on institutional rules, leave procedures, and benefits. This initiative aims to ensure that new faculty are well-acquainted with college policies from the outset. However, all the newly appointed teachers are required to complete one month induction/orientation programme from UGC approved Teaching Learning Centres (TLC) which also provides information on various service rules.

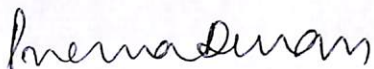
#### **2.14.3 Classroom and Lab Facilities:**

**Feedback:** Classrooms and Labs with more seating capacity and smartboards for effective teaching learning environment.

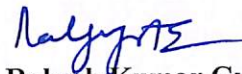
**Action Taken:** Efforts are being made to enhance classroom facilities, including increasing seating capacity and improving teaching methods such as installation of smartboards for effective teaching. This will address concerns about classroom space and ensure a more comfortable learning environment for students. IT infrastructure committee has already placed 21 smartboards in classrooms and Labs to enhance the teaching learning process and purchase order of 8 new smartboards is in process.

**2.14.4 Performance:** Need for a mechanism to incentivise high performing faculty should be there; TICs should be made for at least 2 years.

**Action Taken:** A committee constituted for growth and planning of college has been requested to suggest various incentives along with necessary guidelines. As far as TIC's tenure is concerned, it a matter of staff council which will be discussed in next staff council.



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