



# GOSSNER COLLEGE, RANCHI

(A Deficit Grant Minority College, Affiliated to Ranchi University, Ranchi, Registered under 2 (F) & 12 (B) of UGC Act)

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## NAAC ACCREDITED

Date: 10/08/2024

### Internal Quality Assurance Cell (IQAC)

### Action Taken Report (ATR)

on

### Student Feedback

### Academic Session: 2023–24

## I. Introduction

Student feedback was collected from various departments for the academic session 2024–25 to evaluate the effectiveness of teaching–learning processes, infrastructure, learning resources, and support services. The analysis of feedback helped the IQAC identify strengths and areas requiring improvement. This report documents the actionable feedback received and the subsequent measures implemented or initiated by the college administration.

## II. Major Feedback Points & Action Taken

### A. Teaching–Learning & Curriculum Delivery

#### Feedback Received:

- Majority of students agreed that syllabus is completed on time.
- Teachers are well-prepared and use ICT tools, but some students suggested more smart boards and visual teaching aids.
- Requests for remedial/extra classes in certain departments.
- A few students mentioned classes not being regular (especially in some Arts departments).

#### Action Taken:

- Departments instructed to ensure **100% syllabus completion** with documentation.
- IQAC directed departments to **increase ICT-enabled teaching** (use of smartboards, PPTs, videos).
- Remedial and tutorial classes scheduled for slow learners.
- Heads of Departments asked to **monitor class routines** and send monthly reports on class engagement.

### B. Infrastructure & Facilities

#### Feedback Received:

- Strong demand for **clean and functional washrooms** (Arts & Commerce blocks).
- Students requested **more drinking water dispensers**, especially on each floor.
- Several students suggested improving **canteen services**.

- Requests for **sports facilities**, playground improvement, and more extracurricular events.
- A few students raised concerns regarding **parking space**.

**Action Taken:**

- Campus maintenance team instructed to ensure **daily cleaning of washrooms**; monitoring register introduced.
- **New water dispensers** installed in high-use areas; servicing of existing units completed.
- Process initiated to **revamp the college canteen** through an approved vendor.
- Sports Committee allotted additional budget for events, and regular sports practice sessions have been restarted.
- Proposal for **parking expansion** submitted to the management for approval.

### **C. Library & Laboratory Resources**

**Feedback Received:**

- Some Science students suggested **upgrading lab equipment**.

**Action Taken:**

- Library added new e-resources and subscribed to more online journals.
- Departments instructed to submit laboratory requirement lists; procurement of essential items initiated.

### **D. Campus Environment & Safety**

**Feedback Received:**

- Students appreciated the eco-friendly campus.
- Some suggestions for **better security measures**, especially during peak hours.

**Action Taken:**

- Plantation drives conducted; **Eco Club** assigned responsibility for campus greening.
- Security personnel increased and CCTV monitoring enhanced.

### **E. Administrative & Support Services**

**Feedback Received:**

- Students appreciated supportive staff.
- Some requested **timely communication** regarding exams and academic schedules.

**Action Taken:**

- Office instructed to issue notices well in advance through website, WhatsApp groups, and notice boards.
- Grievance Redressal Cell strengthened.

### **F. Student Development Activities**

**Feedback Received:**

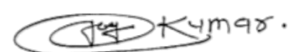
- Students asked for skill-development programmes, youth festivals, sports meet, conferences and professional course preparation.
- Need for strong placement support.

**Action Taken:**

- IQAC conducted multiple **International Conference, Soft Skills, Personality Development, Youth festival (Saptrang), Sports Meet and Career Counselling Workshops**.
- More campus recruitment drives being planned in collaboration with industries.

### **III. Conclusion**

IQAC will continue to monitor, implementation and ensure that student suggestions translate into measurable improvements. Regular feedback collection will remain an essential part of quality assurance. As a direct consequence of the actions taken, the college has witnessed a comprehensive elevation in its operational and educational standards. The academic sphere has been enriched by the integration of ICT in teaching and a robust schedule of events, including an International Conference and developmental workshops. Simultaneously, critical infrastructure concerns regarding sanitation and water availability have been effectively addressed. The campus culture has been revitalized through increased student participation in co-curricular activities, supported by more transparent and efficient communication from the administration. This multi-pronged approach has successfully implemented positive and productive learning environment leading to a significant increase in overall student satisfaction.



**Coordinator, IQAC  
Gossner College, Ranchi**