



Vidyasagar College for Women

39, Sankar Ghosh Lane Kolkata – 700006

Internal Quality Assurance Cell

Best Practice (2021-22)

Best Practice 1

1. **Title of the Practice:** Online Payment of fees by students.
(<https://vcfw.erpfees.in/Student/Login.aspx>)

2. **Objectives of the Practice:**

The college has adopted online fee submission to keep all transactions transparent and help students avoid long queue.

3. **The Context:**

Students/Parents/Stakeholders can make all payments online through BillDesk/Qfix Payment Gateway including admission, tuition, exam, and hostel fees.

4. **The Practice:**

Online fee payment has helped students to save time and maintain digital receipts of fees submitted. It is easier for the office to prepare authentic financial reports with proper documentation. Quick and less time-consuming mode of online payment has led to hassle-free, fee submission, and fee collection.

5. **Evidence of Success:**

This has led to a safe, secure, trusted payment solution and it is convenient for maintaining online records of deposited fees by students. Due to the transparency of the system, it is easier to identify due payments and intimate students accordingly.

6. **Problems Encountered and Resources Required:**

The method is not error-free and students need a proper briefing to ensure error-free transactions. The college needs further coordination with bank team for software configuration and end-to-end testing.

7. **Notes (Optional):** Regular updates in software are required to improve its efficiency, speed, and updations as per changing needs of the college.

Best Practice 2

1. **Title of the Practice:** IQAC initiative to meet students representatives of all Departments.

2. **Objectives of the Practice:**

Online meetings held to discuss the problems encountered by students and actions taken by IQAC to solve pertinent issues related to classes, routine, timings and examination.

3. **The Context:**

Since most classes were being conducted online due to lockdown, over Google meet, students conveyed their problems to IQAC in presence of Principal Madam.

4. **The Practice:**

Students also discussed their problems related to online examination, completion of syllabus, routine, class timings and net connectivity issues in remote areas.

5. **Evidence of Success:**

Students were assured that their identity will not be disclosed. Departmental students gave honest feedback to IQAC about regularity related to classes, class timings, course completion, exam related issues and issues related to practical classes on digital platform.

6. **Problems Encountered and Resources Required:**

Students discussed their problems about completion of practical classes, as digital platform for conducting practical classes of lab based departments was considered inadequate. IQAC decided to adopt corrective measures to address students grievances.

7. **Notes (Optional):**Principal Madam discussed departmental issues with heads of respective departments. It was then communicated to teachers individually or through departmental meetings.



VIDYASAGAR COLLEGE FOR WOMEN

Online meeting held on 14.06.2021, 15.06.2021 and 17.06.2021 with all Humanities Honours Students and Science Honours students with Principal and IQAC.

Students Present: – Humanities Honours-90, Science Honours - 85

Report :

The following feedbacks were received from the students of different Subject & semester:

SUBJECT (Date of Meeting)	SEMESTER	FEEDBACK RECEIVED
PHYSICS HONOURS (14.06.2021)	II	<ul style="list-style-type: none"> • Regular classes are required • No prior information regarding the online classes is provided beforehand • Classes are often lately taken after the scheduled timing • Links are provided late results in class missing
	IV	<ul style="list-style-type: none"> • No fixed schedule of the online classes is maintained • General classes of FMSG are held less frequently • Project work is provided late that coincide with the Exam. • Syllabus allocated to particular teacher not informed to them • Classes are organized on Sundays also • EDCG and JORG classes held nicely
	VI	<ul style="list-style-type: none"> • Classes held irregularly often kept them waiting • Syllabus not completed in the previous semester • Project work given during the time of exam makes it difficult for them
CHEMISTRY HONOURS (14.06.2021)	II	<ul style="list-style-type: none"> • During 1-2 days of the week, they are having 3 classes results in the depletion of net balance • Network issues with the students from remote areas • No routine has been provided for the semester • More study materials/notes on the topics are needed as they were unable to purchase books
	IV	<ul style="list-style-type: none"> • No proper schedule is maintained except 2 teachers • Syllabus allocation for ENGG not known to the students • Classes of ENGG are less frequent • EDCG and JORG classes held nicely

	VI	<ul style="list-style-type: none"> • Classes are held regularly • Few queries on Swami Vivekananda Scholarships were raised
MATHEMATICS (14.06.2021)	II	<ul style="list-style-type: none"> • Regular classes • Punctual • Syllabi completed on time • individual attention given • Problems/queries resolved • Practical classes . • ELECTIVE PAPER- Low marks in Physics.
	IV	<ul style="list-style-type: none"> • Regular classes • Punctual • Syllabi completed on time • individual attention given • Problems/queries resolved • Programming related practical classes are held online.
	VI	<ul style="list-style-type: none"> • Regular classes • Punctual • Syllabi completed on time • individual attention given • Problems/queries resolved • Practical classes-done over phone/laptop.
ECONOMICS (14.06.2021)	II	<ul style="list-style-type: none"> • Regular classes • Punctual • Syllabi completed on time • individual attention given • Problems/queries resolved • Extra classes taken, if required. • ELECTIVE PAPER-Regular
	IV	<ul style="list-style-type: none"> • Regular classes • Punctual • Syllabi completed on time • individual attention given • Extra classes taken, if required. • Last 10 years' question papers are solved. • ELECTIVE PAPER-Regular classes. • Problems encountered with regard to official work-phone calls go unattended. • queries raised regarding webel theory classes /webel examination/ completion of webel course
	VI	<ul style="list-style-type: none"> • Regular classes Punctual • Syllabi completed on time • -individual attention given • Problems/queries resolved • NO PRACTICAL IN 6TH SEMESTER • Raised query regarding accessing library services online.

		<ul style="list-style-type: none"> • Raised query regarding Swami Vivekananda Scholarship
ZOOLOGY (14.06.2021)	II	<ul style="list-style-type: none"> • Regular classes • Punctual • Syllabi completed on time • individual attention given • Practical classes conducted to the best of their abilities. • ELECTIVE PAPER-Regular classes. • Net connectivity issues faced intermittently
	IV	<ul style="list-style-type: none"> • Regular classes • Punctual • Syllabi completed on time • individual attention given • Scattered schedules of classes.
		<ul style="list-style-type: none"> • No Practical in 4th Semester.
	VI	<ul style="list-style-type: none"> • Regular classes • individual attention given • Problems/queries resolved/notes given • Classes shifted, if required, scheduled both within and without college hours. • Reimbursement towards fund spent for the Exhibition on Corona Virus, still pending
PHYSIOLOGY (14.06.2021)	II	<ul style="list-style-type: none"> • Some of the teachers are co-operative. • ELECTIVE PAPER-Regular classes. • Scattered class timings • Classes often missed by students. • Inconsiderate,rude behaviour of teachers. • Problems go unheard. • Practical classes not held even for a day. • Syllabi is not completed.
	IV	<ul style="list-style-type: none"> • Regular classes • Punctual • Syllabi completed on time • individual attention given • Practical classes regularly held. • Some of the teachers are co-operative. • Scattered schedules of classes.
	VI	<ul style="list-style-type: none"> • Regular classes • individual attention given • Problems/queries resolved/notes given • Practical classes to be held after completion of syllabi. • Marksheet of 4th semester not yet received.

BOTANY (14.06.2021)	II	<ul style="list-style-type: none"> • Regular classes • Punctual • Syllabi completed on time • individual attention given • Problems/queries resolved • Materials for theory/practical give
	IV	<ul style="list-style-type: none"> • Regular classes • Punctual • Syllabi completed on time • individual attention given • Problems/queries resolved • Materials for theory/practical given
	VI	<ul style="list-style-type: none"> • ELECTIVE PAPER-CHEMISTRY • Pass and Hons. Classes clash on Tuesday and Thursday, 11.45 am.
ENGLISH HONOURS (ENGA) (15.06.2021)	II	<ul style="list-style-type: none"> • Classes not held according to any fixed schedule • No prior information regarding the online classes is provided beforehand • Classes are often lately taken after the scheduled timing • Links are provided late results in class missing
	IV	<ul style="list-style-type: none"> • No fixed schedule of the online classes is maintained • General classes of FMSG are held less frequently • Project work is provided late that coincide with the Exam. • Syllabus allocated to particular teacher not informed to them • Classes are organized on Sundays also • EDCG and JORG classes held nicely
	VI	<ul style="list-style-type: none"> • Classes held irregularly often kept them waiting • Syllabus not completed in the previous semester • Project work given during the time of exam makes it difficult for them
	VI	<ul style="list-style-type: none"> • Regular classes • Punctual • Syllabi completed on time • individual attention given • Problems/queries resolved • Materials for theory given • Connectivity issues.
HISTORY HONOURS (HISA) (15.06.2021)	II	<ul style="list-style-type: none"> • During 1-2 days of the week, they are having 3 classes results in the depletion of net balance • Network issues with the students from remote areas • No routine has been provided for the semester

		<ul style="list-style-type: none"> • More study materials/notes on the topics are needed as they were unable to purchase books
	IV	<ul style="list-style-type: none"> • No proper schedule is maintained except 2 teachers • Syllabus allocation for ENGG not known to the students • Classes of ENGG are less frequent • EDCG and JORG classes held nicely
	VI	<ul style="list-style-type: none"> • Classes are held regularly • Few queries on Swami Vivekananda Scholarships were raised
		<ul style="list-style-type: none"> • Regular classes • Punctual • Syllabi completed on time • individual attention given • Problems/queries resolved • -Materials for theory given • Connectivity issues
POLITICAL SCIENCE (17.06.2021)	II	<ul style="list-style-type: none"> • Regular classes • Syllabi completed on time • individual attention given • Problems/queries resolved • Materials for theory given. • ELECTIVE PAPER-Well-explained. • Classes not held as per college routine(no such routine has been given); classes are scheduled as per teachers' availability
	IV	<ul style="list-style-type: none"> • Regular classes • individual attention given • Problems/queries resolved • Materials for theory given • Office staff-student interaction-phone calls often go unanswered
	VI	<ul style="list-style-type: none"> • Regular classes • Punctual • Syllabi completed on time • individual attention given • Problems/queries resolved • Materials for theory given
PHILOSOPHY (17.06.2021)	II	<ul style="list-style-type: none"> • Certain teacher engages in taking compensatory classes • Certain teacher had been absent for a long time. • Classes not held as per schedule. • ELECTIVE PAPER-Dept. of Education-One of the teachers never takes class within college hours.

	IV	<ul style="list-style-type: none"> • SEC paper-not taught systematically, not taught from the beginning-(Chapter on Business Ethics).
	VI	<ul style="list-style-type: none"> • Couldn't follow the lessons of a certain teacher. Often, messages to the concerned teacher, go unanswered. • Elective Paper-History- Classes of a certain teacher are not held as per routine/unpredictable class timings; lack of proper communication with the concerned teacher.
GEOGRAPHY (17.06.2021)	II	<ul style="list-style-type: none"> • Regular classes • Punctual • Syllabi completed on time • individual attention given • Problems/queries resolved • Materials for theory/practical given • Problems with class timings of a certain teacher; classes allotted on Monday evenings and, get drawn for 2-3 hours at a stretch. • BENGALI ELECTIVE-SEM 1- IRREGULAR CLASSES. NO CONFIRMATION OF MAIL SUBMISSION RECEIVED. • ENVS Classes-class recordings sent; students want Google
	IV	<ul style="list-style-type: none"> • Regular classes • Punctual • Syllabi completed on time • individual attention given • Problems/queries resolved • Materials for theory/practical given • Problems with class timings of a certain teacher; • BENGALI ELECTIVE-SEM 1- NO CONFIRMATION OF MAIL SUBMISSION RECEIVED. • Refund for unconducted
	VI	<ul style="list-style-type: none"> • Regular classes • Punctual • Syllabi completed on time • individual attention given • Problems/queries resolved • Materials for theory/practical given • No specified routine in tandem with college hours

Action taken report

On the basis of online meeting (17.06.2021) with students and taking into account the problems shared by them IQAC convener and principal organized a meeting with departmental heads to discuss the issues. The problems of each department were separately discussed and the HODs were advised to hold departmental meetings for preparing plan of action to resolve the issues and also to report the same to IQAC convener. It has been decided that no online class will be held after 3pm considering students demand. It is decided that the college hours can be stretched up to 3 pm only. HODs were also advised to prepare a report of online classes taken, including attendance and outcome of each class and to submit the same to IQAC.

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