

INTERNAL QUALITY ASSURANCE CELL

ACTION TAKEN REPORT

2020 - 2021

The Internal Quality Assurance Cell of Loreto College aims at enhancement of quality culture and academic excellence. In view of this, the Cell has made efforts to incorporate suggestions and recommendations put forward by the various stakeholders in keeping with the Vision and Mission of the institution through striving for excellence and in doing so, empowering and building confidence in the young women who study in the college. The following are the areas which were identified, and action was taken for enhancing and evaluating quality in higher education.

Facilitating e-teaching and learning

IQAC has facilitated the creation of a learner-centric environment conducive to quality education and faculty-maturation to adopt the required knowledge and technology for participatory teaching-learning process. During the academic year since all the classes were conducted online, the IQAC ensured the appropriate use of ICT to enable uninterrupted teaching-learning process.

Regular Feedback was taken from students and faculty on issues and challenges of online mode of education and appropriate action was taken to overcome them.

New Initiatives

Upholding the Vision of IQAC which aims at being instrumental in organizing programmes on quality-related themes and facilitating creation of a learner-centric environment:

Loreto Empowerment and Development Series (Loreto LEADS) for students was initiated to provide an interactive platform to students on contemporary issues. The following online events were organized under the Loreto LEADS banner:

- Promoting Entrepreneurship – **Introduction to Start ups**

Start Up India Scheme is a flagship initiative by the Government of India for generation of employment and wealth creation, the goal being the development and innovation of products and services and increasing the employment rate in India.

The Internal Quality Assurance Cell of Loreto College under the aegis of the Loreto LEADS venture, organized a Webinar on Introduction to Start Ups on April 24,

2021. The objective of this webinar was to create awareness among the students regarding options and opportunities to start their own venture. The distinguished resource person was Dr. Kalpeshkumar Gupta, Associate Professor of Law and Coordinator of Entrepreneurship Development Cell at Parul Institute of Law, Parul University, Vadodara.

- Gender Equity Issues - **Women in Leadership: Achieving an Equal Future in a COVID-19 World**, United Nations theme for International Women's Day 2021

Women in the pandemic have demonstrated exemplary skills and knowledge which they have translated in prompt response and recovery efforts. The Internal Quality Assurance Cell of Loreto College organized a Webinar on Women in Leadership: Achieving an Equal Future in a Covid – 19 World on May 8, 2021. The distinguished resource person was Prof. Ritu Gupta, Professor of Law, National Law University, New Delhi and Expert member, Internal Complaints Committees, Ministry of Women and Child Development, Government of India.

- International Webinar **Go and Fly Towards Your Dreams - Overseas Academic Opportunities**. The objective was to recognize alumni who have achieved success and played a pivotal role across various sectors to share their knowledge with the students. This platform provided an opportunity to benefit from the advice by alumni for academics and future employment prospects
- A presentation titled, **Introduction to Loreto College** was undertaken as an exposure for the parents of the outgoing Class XII students of Loreto Elliot Road, Loreto Convent Entally, Loreto Day School, Sealdah and Loreto Day School, Dharamtala. The presentation focused on the achievements of Loreto College over the years and its stress on academic excellence while nurturing students to be sensitive and tolerant citizens.
- A **Parents' Orientation** for the parents of first year students was. As the freshers embarked on a new beginning, with the added challenges posed by the Pandemic, students and parents had serious concerns on adjustments issues. In view of this, the IQAC conducted this orientation with the help of an experienced counsellor Mrs Marie Gasper. The orientation was well-attended and the interaction between the parents and Mrs. Gasper was productive.

Faculty empowerment

- **Staff Development Webinars**

- A **Staff Development Webinar** on **Guidelines for Promotion for Teaching Staff** was organized on March 2, 2021. Mr. Tushar Kanti Ghara, Joint Director of Public Instruction, Department of Higher Education, Government of West Bengal was the Resource Person.
- The National Education Policy, 2020 released on July 29, 2020 is the first education policy of the 21st century, replacing the thirty-four-year-old National Policy on Education, 1986, aligned to the 2030 Agenda for Sustainable Development, aiming to transform India into a vibrant knowledge-society and global knowledge superpower by making education more holistic, flexible and multidisciplinary.

To deliberate on these changes and its impact on education a **Staff Development Webinar** on **Impact of the National Education Policy on Higher Education** was organized by the Internal Quality Assurance Cell of Loreto College on April 10, 2021. The Resource person was Prof. Debasri Banerjee, Faculty Department of Education, University of Calcutta.

- International and National Webinars and Workshops were organized for faculty empowerment. Faculty members were encouraged to participate in various activities at National and International levels.
- Faculty members are motivated to pursue quality research. A number of publications in journals of high repute with good Impact Factors, presentation of research work by faculty in conferences and students are the testimony to the effort at intensification of research culture in the college.

Introduction of a standardized format for Faculty Presentations and Publications

Over the years the faculty members have presented papers in prestigious International and National forums. IQAC introduced a standardized format for documentation; the research achievements of each faculty member were updated thus and uploaded on college website. This enabled systematic documentation and enhancement of quality culture in the institution.

Focus on Learning outcome

Webinars, Special Lectures and Talks by eminent persons were organized by all the departments. The IQAC has acted as a nodal agency for coordinating quality-related activities and has stressed that each of the programmes organized in the college have specified the Learning Outcomes of the same.

Departments list the Objectives of their respective events and specify the associated Learning Outcomes. These are statements that describe the knowledge or skills that students should acquire by the end of a particular course/ programme. Thus, the aim of IQAC has been to focus on the potential applications of knowledge and skills that would help students in the future and would guide assessment and evaluation.

The Learning Objectives and Outcomes are uploaded in the college website.

Regular updating of departmental websites

The academic year saw numerous events ranging from International / National Webinars, Special Lectures, Panel Discussion, Memorial Lectures, Debates and Workshops organized by departments and societies in collaboration with IQAC.

The format of the reports of these events was standardized, to include Learning Objectives and Outcomes. This promoted a culture of Outcome-based learning. The Webinar/ Programme Rating was incorporated in the Report, which assessed the effectiveness of the event. The rating in a cartographic format reflected the opinion of the participants who expressed their views through Feedback Forms that were mailed to their registered email IDs. This online mode of evaluation was found to be robust and prompt, and it helped us not only to celebrate our achievements but highlighted areas that needed improvement. The reports were regularly uploaded in the college website.

Structured Analysis of Feedback and Action taken

To reinforce the strategies of IQAC which stresses on the credibility of assessment of initiatives; a Survey on Education Responses to COVID-19 was conducted online to commemorate The National Education Day observed on November 11, 2020.

In the light of the current education crisis, the Internal Quality Assurance Cell of Loreto College took the initiative to reach out to two of its valuable stakeholders, viz., students and teachers. Their response to the effectiveness of the teaching-learning process on a virtual platform deemed cause for reflection.

The following actions were taken on the basis of the feedback:

1. In response to the feedback from students regarding hour-long online classes being strenuous, the teachers were requested to teach effectively for 45 minutes.
2. In response to the access to reading material, several steps were taken by the College Library to enable students as well as teachers to gain access to library resources in soft copy during the Pandemic. They are as follows:

- Library orientation was conducted online to acquaint users with method of accessing e-resources offered by NLIST and also e-books and e-journals procured by the College
 - Detailed User Manual giving guidelines to access all e-resources (NLIST and e-books and e-journals procured by College) uploaded in college website
 - PG and UG members registered for NLIST
 - Question papers were uploaded in college website
 - Book chapters according to requirements of teachers and students scanned and uploaded in the specified platform (Google Classroom, WhatsApp groups, etc.)
3. Mentoring for all semesters has resumed. This is important to address the alarming rise in issues pertaining to the mental health of students.
 4. Remedial sessions for slow learners were conducted regularly.
 5. A second Counsellor has been appointed to address the grievances of both students and faculty.

This Feedback Report has been uploaded in the College Website.

Research Promotion

In pursuance of the Mission of Loreto College, the Research Cell organized the following events to promote research culture in faculty and students.

- The Loreto College Research Cell organised a web presentation entitled, ***Mohandas Karamchand Gandhi: A Man with a Difference—The Beginning***, by Dr. Anindita Bandyopadhyay of the Department of History, Loreto College on 19 September 2020.
- Research cell presentation on ***Psychological Aspects of Lockdown***- A study done during the lockdown imposed due to COVID-19 by two students of the Department of Psychology with the aim was to measure and assess the psychological aspects of this challenge presented a paper on their findings
- Research cell presentations on the following contemporary issues:
 - I. *Is India Moving Towards a Pan – National Language? A Study of the Linguistic Landscape of India* – presented by Ms. Nabeeha Jamil, Semester VI, Department of Geography
 - II. *Climate Change and the Threat of Submergence of Islands*- presented by Ms. Angira Das, Semester VI, Department of Geography

The Research Cell is motivating faculty and students to undertake research projects and publish their research findings in reputed journals and particularly those in the UGC CARE List.

National Integrity/ Contribution to National Development

Swachh Bharat Mission

- The college joined the ***Mahatma Gandhi National Council of Rural Education Programme (MGNCRE)*** under the Department of Higher Education, Ministry of Education, Government of India to enhance the objectives of sustainable development, active community engagement and *swachhta*-related activities. This was supervised by the National Service Scheme (NSS). This initiative aimed at maintaining overall *Swachhata* of the college premises, cleaning and redressal drives around the college locality with the objective of maintaining greenery and conservation of water
- National Webinar ***Perspectives and Reflection of Gandhi's Philosophy of Education towards an Atmanirbhar Bharat*** organized by the Department of B.Ed. Loreto College, Kolkata

Celebration of Days of National / International Importance

Teachers' Day commemorating the birth anniversary of Dr. Radha Krishnan was celebrated on a virtual platform with enthusiasm by the student community on September 5, 2020

The students of the B.Ed. department hosted a virtual ***Gandhi Jayanti Programme*** to pay homage to the Father of our Nation on October 2, 2020.

National Education Day was observed on November 11, 2020, to commemorate birth anniversary of Maulana Abul Kalam Azad, First Education Minister, Government of India.

Human Rights Day was observed on December 10, 2020

A Special Lecture *Mother, the Maker of Society: Changing role of Mothers in contemporary India* by Prof. Lipi Ghosh, Centenary Chair Professor, International Relations, Professor and Director, South and South – Eastern Studies and Director, Women's Study Research Centre, University of Calcutta marked the celebration of **International Womens' Day**. The Lakshmi Chatterji Lifetime Memorial Award was conferred on Mrs. Eva Dasgupta, Former Head, Department of Education for her exemplary service to the institution.

The students of the Wildlife and Nature Society observed **World Environment Day** on June 5, 2021. A presentation on the History of Cyclones and their impact was virtually screened and uploaded to the college website.

Satyajit Ray is an important figure in the history of Indian cinema as his contributions have won him accolades both in the national as well as international community. The History Society of Loreto College Kolkata commemorated **100 Years of Satyajit Ray** on the May 28, 2021. The event exposed the audience to look back on Ray's talents and gave an opportunity to explore the works of Satyajit Ray.

A Virtual **National Reading Day** was celebrated by the B.Ed. trainees on June 19, 2021; this was viewable in the official YouTube channel- Loreto College Kolkata. The celebration began with the teacher trainees of the Department of B.Ed., inviting all to join in the celebration, with a famous quote by Joseph Addison, on the significance of reading as a mental exercise. The programme proceeded to celebrate the life and works of P.N. Panicker- Father of Library and Literacy Movement, who converted a simple slogan '**READ AND GROW**' into a powerful movement to achieve universalization of education in the state of Kerala. The programme then provided an insight into how a 'Reading Day' celebration observed by the P.N. Panicker Foundation in the State of Kerala since June 19, 1996 gained momentum nationwide and was nationalized by Prime Minister Shri. Narendra Modi in June 2017.

World Music Day was celebrated on June 21, 2021. There was a virtual programme, commemorating the efforts of musicians the world over, enabling an understanding of the ways in which music can become a positive force in providing valuable life-lessons. The theme chosen for the programme was 'Lessons of Life' portrayed beautifully through the songs presented.

The Department of B.Ed., Loreto College, Kolkata, presented a virtual programme on the occasion of **International Yoga Day**, celebrated on June 21, 2021. Prior to the performances of asanas by the B.Ed. trainees, pictures were displayed depicting the meaning of Yoga and the eight limbs of Yoga. The programme then proceeded with a teacher-trainee introducing the title of the programme 'Key to Wellness' and explaining the derivation of the word Yoga, aims of Yoga, the origin and general benefits of Yoga. The introduction was followed by the demonstration of various 'yogasanas' by the teacher trainees.

Academic Quality enhancement

Bridge courses were taught by the departments of Geography and English, an indication of efforts to bring about equity, a little extra head-start for the weaker student.

A bridge course for newly admitted students was conducted before the commencement of the first semester syllabus prescribed by the University of Calcutta. The main objective of the course is to bridge the gap between subjects studied at Higher Secondary level and subjects would be studied in Graduation. The syllabus for the course was framed in a manner wherein the students would gain basic knowledge of the subject for which they have opted.

Promoted Inclusiveness

Keeping in mind the suggestions provided by our members to organize programmes to raise awareness on inclusion of the differently-abled, the following programmes were organized addressing these suggestions.

- Kalakriti - An Amalgamation Across Different Levels of Ability', the annual event of the Psychology Society of Loreto College aims to provide a platform to differently-abled children to showcase their talents. Differently-abled children from different special schools like Akshar, Noble Mission, Mentaidd, Behala Bodhayan, Manovikas Kendra and Sarva Shiksha Mission participated in various online events.
- Web Talk **Dis-ABILITY: Nothing is Impossible** - Department of Education in collaboration with Sruti disAbility Rights Centre, Kolkata
- Interdisciplinary Webinar for Students **Out of the Shadows: Confronting Abuse of Children and Women** was organized by the Departments of Education, Human Rights and Sociology

Addressed Mental Health Issues

Mental health problems have emerged as one of the biggest challenges of the pandemic. In order to address this sensitive yet pertinent issue the following programmes were organized:

- Web talk on **Stressors in Online Teaching from the Perspectives of Both Students and Teachers and their Management** by Dr. Jai Ranjan Ram-Department of B.Ed.
- Web talk on **The Happy Teacher** by Mrs. Ushashi Ghosh, Academic Coordinator, The Heritage School, Kolkata – Department of B.Ed.

Alumni Interaction

The IQAC facilitates the creation of a learner-centric environment. The President of the Student Council, on behalf of the student community, requested the college to arrange for interface between alumnae who are pursuing higher education overseas and the current student community to enable an exchange of ideas and equip them better to apply to international institutions for higher studies.

In response, the IQAC organized two **International Webinars Go and Fly Towards Your Dreams - Overseas Academic Opportunities**. The first Webinar catered to the students of the Departments of Economics, Geography and Psychology and was held on June 19, 2021.

The resource persons were alumni pursuing higher education from renowned universities in United Kingdom, United States of America, Singapore and Germany.

The Second International Webinar was for the students of the English, Education, History and Political Science departments held on June 26, 2021. The resource persons were alumni now in United Kingdom and United States of America.

This endeavour facilitated sharing knowledge and helped build strong relationship between the students and alumni. This proved an apt platform to recognize alumni who have achieved success played a pivotal role across various sectors.

Covid – 19 had adversely affected the education sector. In the wake of the pandemic, the staff of Loreto College has adapted and adopted several interventions and innovations to maintain the continuity of imparting quality education. The college witnessed the smooth transition from a physical classroom to a virtual one. The college has been resilient and managed the crisis to the best of its ability. The forthcoming challenge would be to create and sustain a hybrid campus life which would uphold the Vision and Mission of the college.

The IQAC initiatives were in response to queries or convictions that quality-enhancement was needed. The above are responses through an increase in variety of events of relevance to the need of the hour. The proposals of some events had to be modified by Departments so that the focus of the purpose and its relevance was sharpened. The IQAC thus, helped enhance quality in the activities and events undertaken by the college, by 're-searching' for quality-enhancement and relevance in accordance of with the Mission of the College.