GURU NANAK COLLEGE

SRI MUKTSAR SAHIB

FEEDBACK REPORT OF ANALYSIS OF STAKEHOLDERS

(Session 2020-21)

Submitted by:
Student Satisfaction Survey & Feedback Committee

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About the College

Guru Nanak College, Sri Muktsar Sahib is a NAAC accredited 'A' grade co-educational institute that aims at enabling its students in pursuing useful careers as well as shaping them into good human beings and responsible citizens of the country. It apostolates a firm faith in Gurbani and believes that the purpose of education is selfless service of humanity. Some fifty years back, the institution that had started with a UG program in humanities only has now expanded its horizons with a wide range of streams and courses in Basic Sciences, Bio-Technology, Commerce, Skill based vocational courses along with a number of UG and PG courses in humanities.

As the institution aims to provide the best possible environment and learning experience to its students, Student Satisfaction Survey & feedback Committee is constituted under Internal Quality Assurance Cell (IQAC) to enhance the satisfaction level of students, staff, alumni and parents. The committee not only conducts survey but also collects feedback from students, teachers, parents, supporting staff and alumni which in turn assist the institution to evaluate about its service policies and make changes as per stakeholders' requirements. In this way, the committee works to improve the services provided by the college and fill the gaps, if any.

Vision

To Seek, to Strive and Not to Stop

Mission

Sustained Enhancement in the Institutional Performance through Stakeholders' Feedback

Objectives:

- To enhance the satisfaction level of students, staff, alumni and parents.

- To improve the existing facilities in the institute and fill the gaps, if any.

- To provide an opportunity to all stakeholders to participate in the governance of the institute.

- To empower students' voice and represent the same effectively.

Student Satisfaction Survey and Feedback Committee

In education, the term stakeholder typically refers to anyone who has invested in the welfare and success of an institution including students, administrators, teachers, parents, families, community members, local business leaders, and elected officials such as institution board members, city councilors, and state representatives. Thus, a stakeholder (in respect to education) is a person who has interest in the activities of institutions. From this viewpoint, the teachers, who invest in students, each of them want their work to have a positive impact on children, and their jobs are directly affected by the success of the institutional system; students, those presently receiving education in the institution and can effectively attribute towards curriculum designing, integration and problem based learning methodology to make teaching more balanced; the alumni, who are the brand-ambassadors of the institution they graduated from; Parents, who influence the implementation of the curriculum by playing a vital role in monitoring the lessons taught at institutes, filling the gap between their children and the institute administration by providing various resources which are not available in institute are very important stakeholders who can contribute in success of any institution by giving direct feedback. The industries, the service sector, the government etc. that may depend upon institution for supply of educated/skilled human resources are all indirect stakeholders. Awareness to the perception of those stakeholders as well as the suggestions they may give, are, therefore, very important for maintaining and improving the quality of services rendered by the institution of higher education.

Guru Nanak College, Sri Muktsar Sahib aims to provide the best possible environment and learning experience to help students to perform to their full potential. There is a great importance of feedback in improving learning experience for the students. Feedback from students, teachers, parents, supporting staff and alumni helps the college to evaluate about its service policies and make changes as per stakeholders' requirements. Student Satisfaction Survey and Feedback Committee (SSS) of the college collected feedback from the above mentioned stakeholders through online mode. The feedback collected from these stakeholders has been analysed and taken into the consideration for the improvement of curriculum, teaching learning process and environment.

Types of Feedback:

1. Student feedback
2. Parent feedback
3. Alumni feedback
4. Faculty feedback
5. Supporting staff feedback

<p align="center">**Methodolgy Adopted for Feedback:**</p>

As per the instruction of the Internal Quality Assurance Cell (IQAC), Student Satisfaction Survey (SSS) and Feedback Committee of the college designed feedback forms to collect feedback from students, parents, teachers, alumni and supporting staff. For the session 2020-21, the SSS committee collected feedback through online questionnaires uploaded on institutional website through ERP link. Due to COVID-19 pandemic, students were not present in the institute; all the stakeholders have filled online forms.

Feedback collected from different stakeholders have been analysed to find out the weaknesses and strengths of the institute. All the questionnaire carry few questions related to various aspects e.g. infrastructure, teaching-learning, resources available learning etc. Different criteria have been mentioned in each and every feedback form. Each criterion may consist of different number of questions according to requirement of analysis. Percentages of responses from each questionnaire have been evaluated according to respective criteria.
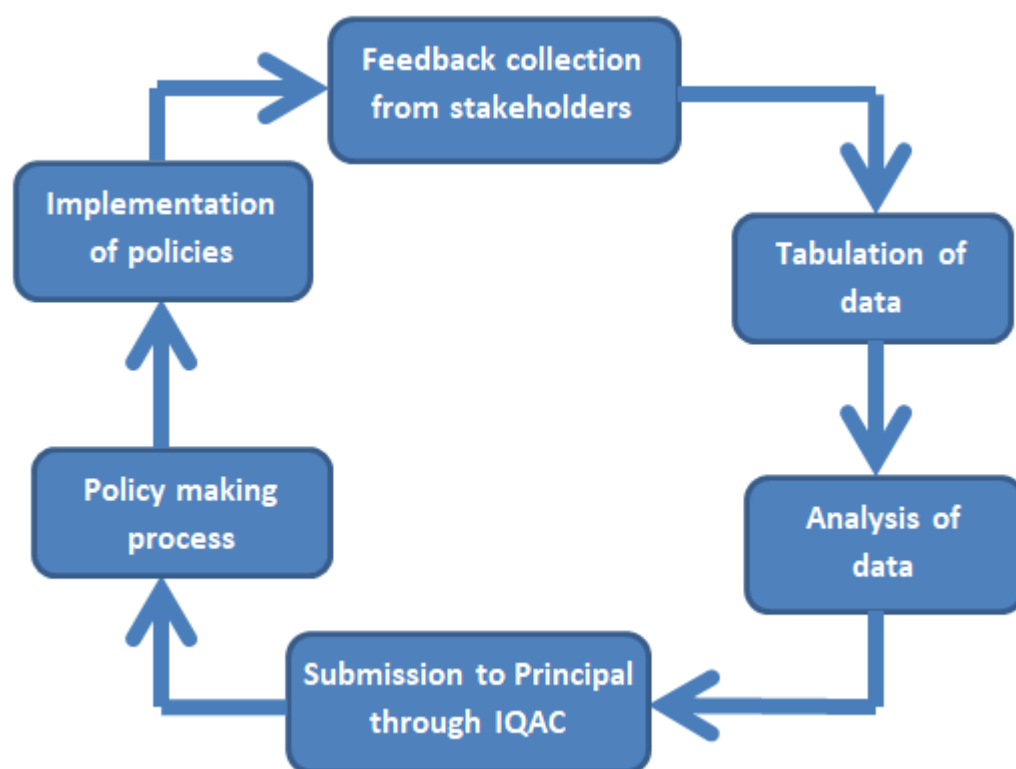

<p align="center">**Figure 1.1: Methodology adopted for feedback system**</p>

TEAM MEMBERS

Ms. Monika Garg is an **Assistant Professor in the Department of Business Administration**. Currently, She is working as Head of the Department. She has 12 years of teaching experience. Her academic qualification is M.Com, M.A(Eco), JRF ,B.ed. She has presented 6 research papers in National and International Conferences. Her 5 papers have been published in the conference proceedings and one in international journals. She has also participated in 18 international and national webinars. She has written one book titled 'Human resource Management'. She has acted as a resource person in various seminars and faulty development programmes, subject expert in paper setting, conducting viva voce and various interviews conducted in the commerce and management. She has participated in various awareness programmes and has organized various seminars, workshops, special lectures and competitions. She has attended various faculty development programmes, orientation and refresher courses.

Dr. Rupinderpal kaur is an **Assistant Professor in P.G. Department of Computer Science**. She has 14 years of experience in teaching. Her academic qualification is M.Sc(IT), M.Phil and Ph.D. She has published 12 papers in various international journals including Scopus indexed journals also, presented 6 papers in various international/national conferences, and attended 8 international/national conferences. She is In-charge and member of various committees in the institution.

Dr. SandeepKaurBrar has been working as an **Assistant Professor in English** at Guru Nanak College, Sri Muktsar Sahib since 2014. A postgraduate from Panjab University, Chandigarh, and holding a doctorate in African Literature from Punjabi University, Patiala, she has African writings and Post colonialism as her fields of research. Apart from participating in national and international seminars, workshops and conferences, she has got her seven research papers published in international journals and in edited books.

Dr. HarpreetKaur is working as an **Assistant Professor in Botany** in Department of Basic Sciences. She is Incharge of Botany subject and has 9 years of teaching experience. Her academic qualification is M.Sc. (Botany), B.Ed. and Ph.D. Her area of research is Plant Cytogenetics. She has Pursued JRF & SRF during Ph.D. under Maulana Azad National Fellowship Scheme of University Grants Commission, New Delhi and selected as Research Fellow under the Science Academies "Summer Research fellowship-2018". She has published 14 research papers in various international journals with high impact factor and one chapter in an edited book published by an international publisher. She has presented her research paper in 12 national and international conferences. She has acted as a subject expert in paper setting and various interviews conducted in Botany and Agriculture. She has also acted as resource person to deliver special talks in state and National level seminars.

Ms. Roohi is an Assistant professor in the **Department of Fashion Designing**. She has 4 Years of teaching experience. Her academic qualification is M.Sc (FT), M.A(Eco),UGC NET ,DFD. She has presented 1 paper in National seminar. Her two papers have been published in international Journals.

Ms. Pooja Bajaj is an Assistant Professor in the **P.G. Department of Computer Science**. She has 14 years of teaching experience. Her academic qualification is MCA, M.Phil. . She has presented one Research paper in International conference. She is an active member of various administrative committees in the institution.

Ms. Richa Sharma is an Assistant Professor in the **PG Department of Commerce**. Her academic qualification is M. Com, B.ed , PHD(pursuing). She is having an experience of 4 years. She has presented 2 Research paper in National Conferences. Her 2 Research papers have been published in UGC CARE listed journals. She has also participated in 2 National workshops on Research Methodology and training on SPSS.

Questionnaires of Different Feedback

Following are the questionnaire samples designed to collect feedback from various stakeholders.

FEEDBACK FROM SUPPORT STAFF

Session: ………………………

Make a tick mark in the appropriate cell:

SR.	PARTICULARS	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
1.	The work allotment is fair.					
2.	The placement of the employees is according to their abilities.					
3.	The promotion policies of the college are encouraging					
4.	The infrastructure facilities are satisfactory					
5.	The employees are having clear understanding of their roles and responsibilities.					
6.	The employer-employee relationships are fine.					
7.	Administration is cooperative					
8.	The problems of employees are settled fairly					
9.	Work environment is friendly.					

Suggestions for further improvement: ……………………………………………….

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ਸ਼ੈਸਨ:..

ਢੁਕਵੇਂਖਾਨੇ ਵਿੱਚ ਸਹੀ ਦਾ ਨਿਸ਼ਾਨ ਲਗਾਉ :

S.No	ਵੇਰਵਾ	ਪੂਰਾ ਸਹਿਮਤ	ਸਹਿਮਤ	ਨਿਰਪੱਖ	ਅਸਹਿਮਤ	ਪੂਰਾ ਅਸਹਿਮਤ
1.	ਕੰਮ ਦੀ ਵੰਡ ਸਹੀ ਹੈ ।					
2.	ਕਰਮਚਾਰੀਆਂ ਦੀ ਨਿਯੁਕਤੀ ਉਨ੍ਹਾਂ ਦੀ ਯੋਗਤਾ ਦੇ ਅਨੁਸਾਰ ਕੀਤੀ ਗਈ ਹੈ ।					
3.	ਤਰੱਕੀ ਨੂੰ ਨਿਰਧਾਰਤ ਕਰਨ ਦੇ ਤਰੀਕੇ ਸੰਤੋਖਜਨਕ ਹਨ।					
4.	ਸੰਸਥਾ ਦਾ ਬੁਨਿਆਦੀ ਢਾਂਚਾ ਸੰਤੋਖਜਨਕ ਹੈ ।					
5.	ਕਰਮਚਾਰੀਆਂ ਨੂੰ ਆਪਣੇ ਕੰਮ ਅਤੇ ਜਿੰਮੇਵਾਰੀ ਦੀ ਸਹੀ ਜਾਣਕਾਰੀ ਹੈ ।					
6.	ਰੋਜਗਾਰਦਾਤਾ ਅਤੇ ਕਰਮਚਾਰੀ ਦਾ ਰਿਸ਼ਤਾ ਚੰਗਾ ਹੈ ।					
7.	ਪ੍ਰਬੰਧਕੀ ਅਮਲੇ ਵੱਲੋਂ ਪੂਰਾ ਸਹਿਯੋਗ ਦਿੱਤਾ ਜਾਂਦਾ ਹੈ।					
8.	ਕਰਮਚਾਰੀਆਂ ਦੀਆਂ ਸਮੱਸਿਆਵਾਂ ਪੂਰੀ ਤਰਾਂ ਹੱਲ ਕੀਤੀਆਂ ਜਾਂਦੀਆਂ ਹਨ ।					
9.	ਕੰਮਕਾਜ ਦਾ ਵਾਤਾਵਰਣ ਦੋਸਤਾਨਾ ਹੈ ।					

ਕਿਸੇ ਹੋਰ ਸੁਧਾਰ ਲਈ ਸੁਝਾਅ:

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STUDENT FEEDBACK FORM

Session: ………………………

Class and Semester ……………..

Using the scale below, please indicate how satisfied you have been with your experience in each of the following areas. If you have no experience of the relevant field, then you can leave the area blank.

Very Good=VG,   Good=G,   Satisfactory=S,   Neutral=N,   Unsatisfactory=US,

Sr. No.	Parameters	Level of satisfaction				
		VG	G	S	N	US
1.	Availability of courses					
2.	Overall process of enrollment of students in classes including advising, registration and fee payment					
3.	Student Support System such as financial assistance, Annual awards, free ships and scholarships					
4.	Safety measures of Institution for students					
5.	Cleanliness in the Campus					
6.	Infrastructure including Classrooms and laboratories					
7.	Library Facilities					
8.	Computer and Internet Facilities					
9.	Hostel facilities such as common room, diet, cleanliness and medical facility					
10.	Sports facilities					
11.	Transportation & Parking facilities					

12.	Canteen Facility					
13.	Medical Help (If needed)					
14.	Evaluation system such as class test ,term test, internal assessment is fair and unbiased					
15.	Access to administrative authorities					
16.	Grievance Redressal					
17.	Career counseling and placement					
18.	Syllabus design & curriculum of the program you are pursuing					

Suggestions:

1. **Academic……………………………………………………………………….**

2. **Curriculum…………………………………………………………………….**

3. **Others…………………………………………………………………………..**

ਸ਼ੈਸਨ:...

ਲੜੀ ਨੰ.	ਮਾਪਦੰਡ	ਸੰਤੁਸ਼ਟੀ ਦਾ ਮਿਆਰ				
		ਪੂਰਾ ਸਹਿਮਤ	ਸਹਿਮਤ	ਨਿਰਪੱਖ	ਅਸਹਿਮਤ	ਪੂਰਾ ਅਸਹਿਮਤ
1.	ਕੋਰਸਾਂ ਦੀ ਉਪਲੱਬਧਤਾ ।					
2.	ਵਿਦਿਆਰਥੀਆਂ ਦੀ ਦਾਖਲੇ ਲਈ ਵਿਧੀ- ਜਿਵੇਂ- ਕਿ – ਸਲਾਹ, ਰਜਿਸਟ੍ਰੇਸ਼ਨ ਅਤੇ ਫੀਸ ਦੀ ਅਦਾਇਗੀ ਦੀ ਵਿਵਸਥਾ ।					
3.	ਵਿਦਿਆਰਥੀਆਂ ਲਈ ਸਹਿਯੋਗ ਦੀ ਵਿਵਸਥਾ -ਵਿੱਤੀ ਸਹਾਇਤਾ, ਸਲਾਨਾ ਇਨਾਮ, ਅਤੇ ਵਜੀਫ਼ੇ					
4.	ਵਿਦਿਆਰਥੀਆਂ ਲਈ ਸੰਸਥਾ ਵੱਲੋਂ ਸੁਰੱਖਿਆ ਦੇ ਪੈਮਾਨੇ ।					
5.	ਕੈਂਪਸ ਦੀ ਸਫਾਈ ।					
6.	ਕਲਾਸਾਂ ਅਤੇ ਪ੍ਰਯੋਗਸ਼ਾਲਾ ਦਾ ਬੁਨਿਆਦੀ ਢਾਂਚਾ।					
7.	ਲਾਇਬ੍ਰੇਰੀ ਸਹੂਲਤਾਂ ।					
8.	ਕੰਪਿਊਟਰ ਅਤੇ ਇੰਟਰਨੈਟ ਸਹੂਲਤਾਂ ।					
9.	ਹੋਸਟਲ ਵਿੱਚ ਸਹੂਲਤਾਂ ਜਿਵੇਂ ਕਿ – ਕਾਮਨ ਰੂਮ, ਖਾਣਾ, ਸਫਾਈ ਅਤੇ ਡਾਕਟਰੀ ਸਹੂਲਤਾਂ ।					
10.	ਖੇਡਾਂ ਦੀਆਂ ਸਹੂਲਤਾਂ ।					
11.	ਆਵਾਜਾਈ ਅਤੇ ਪਾਰਕਿੰਗ ਦੇ ਪ੍ਰਬੰਧ ।					
12.	ਕੰਨਟੀਨ ਦਾ ਪ੍ਰਬੰਧ ।					

13.	ਡਾਕਟਰੀ ਸਹਾਇਤਾ (ਲੋੜ ਪੈਣ ਤੇ)।					
14.	ਮੁਲਾਂਕਣ ਦੀ ਵਿਧੀ ਜਿਵੇਂ ਕਿ ਕਲਾਸ ਟੈਸਟ, ਅੰਦਰੂਨੀ ਮੁਲਾਂਕਣ ਬਿਨਾਂ ਕਿਸੇ ਪੱਖਪਾਤ ਤੋਂ।					
15.	ਪ੍ਰਸ਼ਾਸਨ ਤੱਕ ਪਹੁੰਚ।					
16.	ਸ਼ਿਕਾਇਤ ਨਿਵਾਰਣ ।					
17.	ਰੋਜਗਾਰ ਪ੍ਰਤੀ ਸਲਾਹ।					
18.	ਤੁਹਾਡੇ ਦੁਆਰਾ ਅਪਣਾਏ ਜਾਣ ਵਾਲੇ ਕੋਰਸ ਦਾ ਸਿਲੇਬਸ ਅਤੇ ਪਾਠਕ੍ਰਮ ।					

ਸੁਝਾਅ :-

ਅਕਾਦਮਿਕ...

ਪਾਠਕ੍ਰਮ ....

ਹੋਰ   ....

PARENT'S FEEDBACK FORM

Session: ………………………

Name & Occupation of Parents**:** ....

a) Father   **:**……………………………………**……………………....**

b) Mother   **:**……………………………………**………………….....**

Address   **:**……………………………………………………………

………………………………………………………………………………

Name of Student**:**…………………………………………………………

Course **:**…………………………………………………........................

1.   You chose the institution because of

(a) Its infrastructure and location

(b) Reputation as a disciplined institution

(c) Environment and goodwill of the college

(d) Recommended by an Alumni

(e) Affordable fee structure

2. Please answer the following questions:

S.No	Parameters	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
1.	Are you satisfied with infrastructure of the college and learning resources provided to your child?					
2.	Do you think that the college environment is helpful for the overall development of your child?					
3.	Do you think that hostel, library and sports facilities provided in the college are adequate?					
4.	Do you think that there is transparency in the evaluation system at the college level?					
5.	Are you satisfied with the procedure adopted by the college for the communication of your child's performance?					
6.	Are the security and safety measures in the college adequate?					
7.	Do you think that the best academic skill and quality teaching provided in the college?					
8.	Is your child improving his/her knowledge base through interaction with the faculty of the college?					
9.	Are the festivals, events and extracurricular activities arranged by college adequate?					
10.	The training & placement opportunities, internship provided by the college is sufficient.					
11.	Do the quality and relevance of courses included into the curriculum help in improving learning?					
12.	Are you satisfied with the Syllabus and curriculum design of your child's course?					

13. Any other suggestions:

……………………………………………………………………………………………..

……………………………………………………………………………………………..

……………………………………………………………………………………………..

Signature   :

Date   :

PARENT'S FEEDBACK FORM

ਸੈਸ਼ਨ ....

ਮਾਤਾ ਪਿਤਾ ਦਾ ਨਾਮ ਅਤੇ ਕਿੱਤਾ ....

ਪਿਤਾ ....

ਮਾਤਾ ....

ਪਤਾ ....

ਵਿਦਿਆਰਥੀ ਦਾ ਨਾਮ ....

ਕੋਰਸ ....

1. ਤੁਸੀ ਇਸ ਸੰਸਥਾ ਦੀ ਚੋਣ ਕੀਤੀ ਕਿਉਂਕਿ-

ੳ. ਇਸਦੀ ਸਥਿਤੀ ਅਤੇ ਬੁਨਿਆਦੀ ਢਾਂਚੇ ਕਰਕੇ।

ਅ. ਇਕ ਅਨੁਸ਼ਾਸਿਤ ਸੰਸਥਾ ਹੋਣ ਕਰਕੇ।

ੲ. ਕਾਲਜ ਦੇ ਵਾਤਾਵਰਣ ਅਤੇ ਚੰਗੀ ਸ਼ਾਖ ਕਰਕੇ।

ਸ. ਪੁਰਾਣੇ ਵਿਦਿਆਰਥੀਆਂ ਦੀ ਸ਼ਲਾਘਾ ਕਰਕੇ।

ਹ. ਕਿਫਾਇਤੀ ਫੀਸਾਂ ਕਰਕੇ।

2. ਕ੍ਰਿਪਾ ਕਰਕੇ ਹੇਠ ਲਿਖੇ ਸੁਆਲਾਂ ਦੇ ਜਵਾਬ ਦਿਉ।

ਲੜੀ ਨੰ.	ਮਾਪਦੰਡ	ਪੂਰਾ ਸਹਿਮਤ	ਸਹਿਮਤ	ਨਿਰਪੱਖ	ਅਸਹਿਮਤ	ਪੂਰਾ ਅਸਹਿਮਤ
1.	ਕੀ ਤੁਸੀ ਸੰਸਥਾ ਦੇ ਬੁਨਿਆਦੀ ਢਾਂਚੇ ਅਤੇ ਤੁਹਾਡੇ ਬੱਚੇ ਨੂੰ ਦਿੱਤੇ ਜਾਣ ਵਾਲੇ ਸੌਮਿਆਂ ਤੋਂ ਸੰਤੁਸ਼ਟ ਹੋ ?					
2.	ਕੀ ਤੁਸੀਂ ਇਹ ਸਮਝਦੇ ਹੋ ਕਿ ਇਹ ਸੰਸਥਾ ਤੁਹਾਡੇ ਬੱਚੇ ਦੇ ਬਹੁਪੱਖੀ ਵਿਕਾਸ ਵਿੱਚ ਮਦੱਦਗਾਰ ਹੈ					
3.	ਕੀ ਤੁਹਾਡਾ ਬੱਚਾ ਹੋਸਟਲ ਅਤੇ ਲਾਇਬ੍ਰੇਰੀ ਸੇਵਾਵਾਂ ਅਤੇ ਖੇਡ ਸਹੂਲਤਾਂ ਤੋਂ ਸੰਤੁਸਟ ਹੈ ?					

4.	ਕੀ ਤੁਸੀਂਸੰਸਥਾ ਦੁਆਰਾ ਕਾਲਜ ਪੱਧਰ ਤੇ ਕੀਤੇ ਮੁਲਾਂਕਣ ਦੀ ਪਾਰਦਰਸ਼ਤਾ ਤੋਂ ਸਟੁੰਸ਼ਟ ਹੋ ?					
5.	ਕੀ ਤੁਸੀ ਸੰਸਥਾ ਦੁਆਰਾ ਵਿਦਿਆਰਥੀ ਦੀ ਕਾਰਗੁਜਾਰੀ ਲਈ ਵਰਤੀ ਜਾਂਦੀ ਸੰਚਾਰਪ੍ਕਿਰਿਆ ਤੋਂ ਸੰਤੁਸ਼ਟ ਹੋ ?					
6.	ਕੀ ਸੰਸਥਾ ਦੁਆਰਾ ਕੀਤੇ ਸੁਰੱਖਿਆ ਦੇ ਪ੍ਬੰਧਾਂ ਤੋਂ ਸੰਤੁਸ਼ਟ ਹੋ ?					
7.	ਕੀ ਅਧਿਆਪਕਾਂ ਦਾ ਗਿਆਨ ਅਤੇ ਵਿੱਦਿਅਕ ਹੁਨਰ ਸੰਤੋਖਜਨਕ ਹੈ ?					
8.	ਕੀ ਤੁਹਾਡੇ ਬੱਚੇ ਦੇ ਗਿਆਨ ਵਿੱਚ ਵਾਧਾ ਹੋ ਰਿਹਾ ਹੈ ?					
9.	ਕੀ ਕਾਲਜ ਦੁਆਰਾ ਕੀਤੇ ਜਾਂਦੇ ਸਭਿਆਚਾਰਕ ਮੁਕਾਬਲੇ ਅਤੇ ਸਹਿਵਿਦਿਅਕ ਗਤੀ ਵਿਧੀਆਂ ਸੰਤੋਖਜਨਕ ਹਨ ?					
10.	ਕੀ ਕਾਲਜ ਦੁਆਰਾ ਦਿੱਤੀਜਾਣ ਵਾਲੀ ਟ੍ਰੇਨਿੰਗ, ਕਿੱਤਾ ਮੁਖੀ ਮੌਕੇ ਅਤੇ ਇੰਟਰਨਸ਼ਿਪ ਤੋਂ ਤੁਸੀਂ ਸੰਤੁਸ਼ਟ ਹੋ ?					
11.	ਕੀ ਸਿਲੇਬਸ ਵਿੱਚ ਦਿੱਤੇ ਜਾਣ ਵਾਲੇ ਵਿਸ਼ਿਆਂ ਦਾ ਮਿਆਰ ਸਿੱਖਿਆ ਵਿੱਚ ਵਾਧਾ ਕਰਦਾ ਹੈ ?					
12.	ਕੀ ਤੁਸੀਂ ਆਪਣੇ ਬੱਚੇ ਦੇ ਸਿਲੇਬਸ ਅਤੇ ਪਾਠਕ੍ਮ ਤੋਂ ਸੰਤੁਸ਼ਟ ਹੋ ?					

ਕੋਈ ਹੋਰ ਸੁਝਾਅ-

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ਦਸਤਖਤ:-

ਮਿਤੀ:-

FACULTY FEEDBACK FORM

Session: ………………………

Make a tick mark in the appropriate Cell:

	Parameters	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
	CURRICULUM DESIGN AND DEVELOPMENT					
1.	Board of studies is taking care to ensure the current relevance of the programme being offered.					
2.	The system followed by the University for the design and development of curriculum is effective.					
3.	The curriculum has been updated from time to time.					
	TEACHING, LEARNING, EVALUATION & RESEARCH					
1.	The admission process adopted by the college is effective to attract meritorious students.					
2.	Student centered learning resources are available in the Institution.					
3.	The faculty is updating their knowledge and skills.					
4.	The library is utilized optimally by the faculty and students.					
5.	The teaching aids and ICT tools in the department are sufficient and up to date.					
6.	The teachers are encouraged to organize and participate in seminars/workshops/ symposia/ conferences.					
7.	The teachers are encouraged to carry out research and to undertake extension service programmes.					
8.	The teachers are encouraged to establish linkages with Industries.					
9.	The examination system and evaluation system followed by the Institution is effective.					
	INFRASTRUCTURE					

1.	The class rooms, furniture and toilets available for faculty and students are adequate.					
2.	The buildings and furniture are well maintained.					
3.	The labs are adequately equipped and upgraded (wherever applicable).					
4.	Parking facilities are available adequately.					
5.	Cafeteria and drinking water facilities are adequately provided.					
6.	Sports infrastructure is adequate.					
	GOVERNANCE					
1.	The administration is sincerely putting efforts for the development of the institution and is easily accessible.					
2.	The quality initiatives taken up during the last academic year are contributing for improvement.					
3.	The faculty has the freedom to express their opinions.					
4.	The IQAC is working well for promoting quality in the institution.					
5.	The Institution is providing adequate opportunities and support to the faculty and their family members.					

Suggestions: ....

FACULTY FEEDBACK FORM

ਸ਼ੈਸਨ :..

ਢੁਕਵੇਂਖਾਨੇ ਵਿੱਚ ਸਹੀ ਦਾ ਨਿਸ਼ਾਨ ਲਗਾਉ ।

ਲੜੀ ਨੰ.	ਪਾਠਕ੍ਰਮ ਦੀ ਬਣਤਰ ਅਤੇ ਵਿਕਾਸ	ਪੂਰਾ ਸਹਿਮਤ	ਸਹਿਮਤ	ਨਿਰਪੱਖ	ਅਸਹਿਮਤ	ਪੂਰਾ ਅਸਹਿਮਤ
1.	ਪਾਠਕ੍ਰਮ ਦਾ ਮੌਜੂਦਾ ਸਮੇਂ ਵਿੱਚ ਢੁਕਵਾਂ ਹੋਣ ਲਈ ਬੋਰਡ ਆਫ਼ ਸਟੱਡੀ ਵੱਲੋਂ ਵਚਨਬੱਧਤਾ।					
2.	ਕੀ ਯੂਨੀਵਰਸਿਟੀ ਵੱਲੋਂ ਪਾਠਕ੍ਰਮ ਨੂੰ ਨਿਰਧਾਰਤ ਕਰਨ ਲਈ ਅਪਣਾਇਆ ਜਾਣ ਵਾਲਾ ਤਰੀਕਾ ਅਸਰਦਾਰ ਹੈ ?					
3.	ਪਾਠਕ੍ਰਮ ਵਿੱਚ ਸਮੇਂ ਅਨੁਸਾਰ ਤਬਦੀਲੀ ।					
	ਸਿੱਖਿਆ, ਅਧਿਐਨ, ਮੁਲਾਂਕਣ ਅਤੇ ਖੋਜ					
1.	ਕੀ ਹੋਣਹਾਰ ਵਿਦਿਆਰਥੀਆਂ ਨੂੰ ਆਕਰਸ਼ਤ ਕਰਨ ਲਈ ਸੰਸਥਾ ਵੱਲੋਂ ਅਪਣਾਏ ਜਾਣ ਵਾਲੇ ਢੰਗ ਅਸਰਦਾਰ ਹਨ ?					
2.	ਕੀ ਸੰਸਥਾ ਵਿੱਚ ਵਿਦਿਆਰਥੀ ਕੇਦਰਿਤ ਅਧਿਐਨ ਦੇ ਸਾਧਨ ਹਨ ?					
3.	ਫੈਕਲਟੀ ਸਿੱਖਿਆ ਅਤੇ ਕੁਸ਼ਲਤਾ ਵਿੱਚ ਨਿਪੁੰਨ ਹੈ ।					
4.	ਲਾਇਬ੍ਰੇਰੀ ਨੂੰ ਵਿਦਿਆਰਥੀਆਂ ਅਤੇ ਅਧਿਆਪਕਾ ਦੁਆਰਾ ਪੂਰੀ ਤਰਾਂ ਵਰਤੋਂ ਵਿੱਚ ਲਿਆਦਾ ਜਾਦਾਂ ਹੈ ।					
5.	ਵਿਭਾਗਾਂ ਦੁਆਰਾ ਸਿੱਖਿਆ ਸਹਾਇਤਾ ਤਕਨੀਕਾਂ ਅਤੇ ICT ਸਿਖਿਆ ਸੰਤੋਖਜਨਕ ਹਨ					
6.	ਅਧਿਆਪਕਾਂ ਦੀ ਸੈਮੀਨਾਰ ਵਰਕਸ਼ਾਪਾਂ ਗੋਸ਼ਟੀਆਂ ਅਤੇ ਕਾਨਫਰੰਸਾਂ ਆਯੋਜਿਤ ਕਰਨ ਲਈ ਹੌਂਸਲਾ ਅਫ਼ਜਾਈ ।					

7.	ਅਧਿਆਪਕਾਂ ਦੀ ਖੋਜਾਂ ਅਤੇ ਵਿਸਤਾਰ ਸੰਬਧੀ ਪ੍ਰੋਗਰਾਮ ਕਰਨ ਲਈ ਹੌਂਸਲਾ ਅਫ਼ਜਾਈ ।					
8.	ਉਦਯੋਗਾਂ ਨਾਲ ਤਾਲਮੇਲ ਕਰਨ ਲਈ ਅਧਿਆਪਕਾਂ ਦੀ ਹੌਂਸਲਾ ਅਫ਼ਜਾਈ ।					
9.	ਸੰਸਥਾ ਦੁਆਰਾ ਇਮਤਿਹਨਾਂ ਵਿੱਚ ਅਪਨਾਈ ਜਾਂਦੀ ਮੁਲਾਂਕਣ ਦੀ ਵਿਧੀ ਸੰਤੋਖਜਨਕ ।					
	ਬੁਨਿਆਦੀ ਢਾਂਚਾ					
1.	ਫੈਕਲਟੀ ਅਤੇ ਵਿਦਿਆਰਥੀਆਂ ਲਈ ਉਪਲਬੱਧ ਕਲਾਸਾਂ, ਫਰਨੀਚਰ ਅਤੇ ਟਾਇਲਟ ਸੰਤੋਖਜ਼ਨਕ ਹਨ ।					
2.	ਇਮਾਰਤਾਂ ਅਤੇ ਫਰਨੀਚਰ ਦੀ ਸਹੀ ਸੰਭਾਲ ਹੈ ।					
3.	ਲੈਬ ਪੂਰੀ ਤਰਾਂ ਲੈਸ ਅਤੇ ਅਪਗ੍ਰੇਡ ਹਨ। (ਜਿੱਥੇ ਕਿਤੇ ਲਾਗੂ)					
4.	ਪਾਰਕਿੰਗ ਸਹੂਲਤਾਂ ਵਧੀਆ ਹਨ।					
5.	ਕੰਨਟੀਨ ਅਤੇ ਪੀਣ ਵਾਲੇ ਪਾਣੀ ਦਾ ਯੋਗ ਪ੍ਰੰਬਧ ਹੈ ।					
6.	ਖੇਡਾਂ ਦਾ ਬੁਨਿਆਦੀ ਢਾਂਚਾ ਢੁੱਕਵਾਂ ਹੈ ।					
	ਸ਼ਾਸਨ					
1.	ਪ੍ਰਸ਼ਾਸਨ ਸੰਸਥਾ ਦੇ ਵਿਕਾਸ ਲਈ ਇਮਾਨਦਾਰੀ ਨਾਲ ਕੋਸ਼ਿਸਾ ਕਰ ਰਿਹਾ ਹੈ ਅਤੇ ਅਸਾਨੀ ਨਾਲ ਪਹੁੰਚਯੋਗ ਹੈ।					
2.	ਪਿਛਲੇ ਵਰੇ ਦੌਰਾਨ ਗੁਣਵਤਾ ਨੂੰ ਵਧਾਉਣ ਲਈ ਲਏ ਗਏ ਪਹਿਲ ਕਦਮ ਸੁਧਾਰ ਵਿੱਚ ਯੋਗਦਾਨ ਪਾ ਰਹੇ ਹਨ ।					
3.	ਫੈਕਲਟੀ ਨੂੰ ਆਪਣੇ ਵਿਚਾਰ ਰੱਖਣ ਦੀ ਪੂਰੀ ਅਜ਼ਾਦੀ ਹੈ ।					

4.	IQAC ਸੰਸਥਾ ਦੀ ਗੁਣਵਤਾ ਵਧਾਉਣ ਲਈ ਯੋਗ ਤਰੀਕੇ ਨਾਲ ਕੰਮ ਕਰ ਰਹੀ ਹੈ ।					
5.	ਸੰਸਥਾ ਆਪਣੀ ਫੈਕਲਟੀ ਲਈ ਅਤੇ ਉਹਨਾਂ ਦੇ ਪਰਿਵਾਰਿਕ ਮੈਬਰਾਂ ਨੂੰ ਢੁਕਵੀਆਂ ਸਹੂਲਤਾਂ ਅਤੇ ਸਹਿਯੋਗ ਦਿੰਦੀ ਹੈ ।					

ਸੁਝਾਅ:- ....

FEEDBACK FROM ALUMNI

Session: ………………………

Name: Mr/Ms/Mrs. ………………………………………………………..

Adhaar No.   …………………………………………………………..

Contact No   …………………………………………………………..

Department ……………Year of study ………………..Occupation…………………

Place of occupation   …………………………………………………..

Email Id   …………………………………………………..
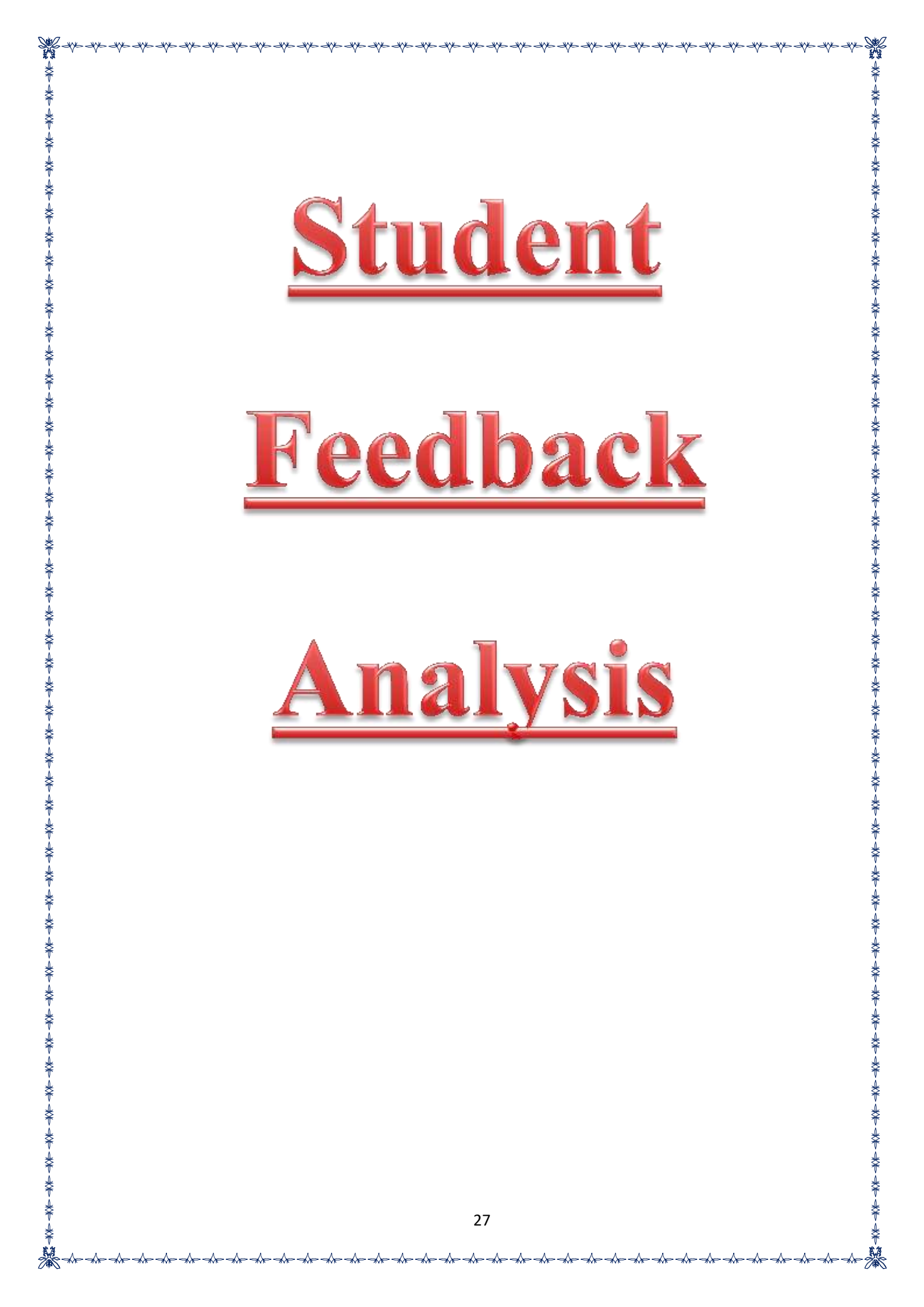
Make a tick mark in the appropriate Cell :

SR.	PARTICULARS	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
1	I feel proud to be a student of GNC.					
2	The learning I had in the college is useful in my career.					
3	The developments in the college in recent years are appreciable.					
4	The new courses introduced meet contemporary requirements.					
5	The infrastructure facilities are satisfactory.					
6	GNC is involving alumni in its activities.					
7	The alumni have a role to play in financially strengthening of the college.					

8	Regular updates are received from the college through calls/SMS/ face book.					
9	The Syllabus of the program you studied was satisfactory.					

Suggestions for further improvement:

………………………………………………………………………………………………………

Student

Feedback

Analysis

Student Feedback Analysis

Student feedback is the key to make the teaching-learning process student oriented. It is the voice of the students guiding various decision making processes. Further, the feedback is the evidence on the basis of which the performance of any HEI is evaluated. It helps the institute to evaluate its service policies and make changes as per students' requirement. The feedback is collected online for the academic year 2020-21. Given below is the feedback received from 622 students of the college.

Type of Feedback	Number of responses
Student	622

Areas Assessed:

1. Course availability and curriculum

2. Student support system

3. Infrastructural facilities including hostel and sports

4. Evaluation system and placement

Student feedback graphs

1. **Availability of courses**

SA	A	N	D	SD
324	216	34	44	5
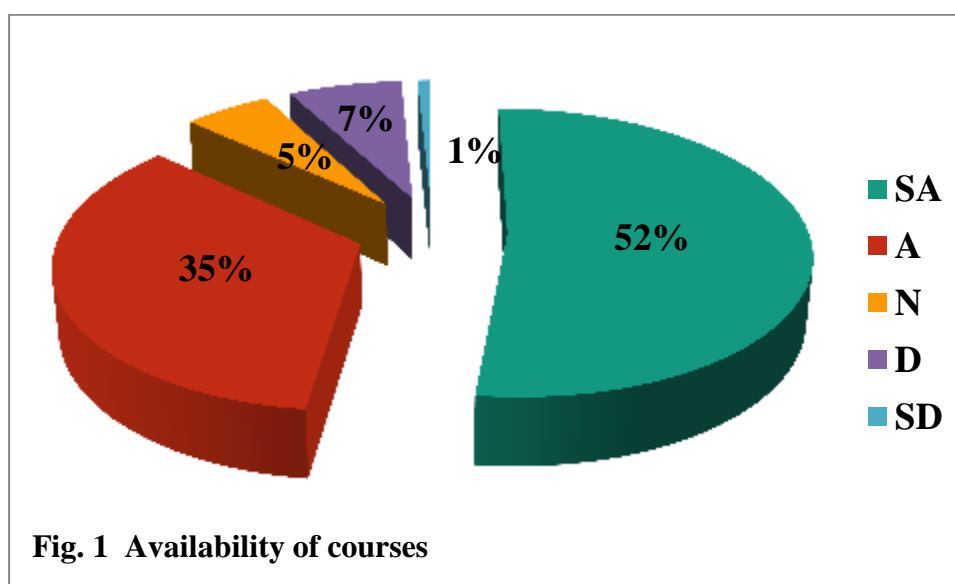
Fig. 1 Availability of courses

2. **Overall process of enrollment of students in classes including advising, registration and fee payment**

SA	A	N	D	SD
206	269	127	10	9
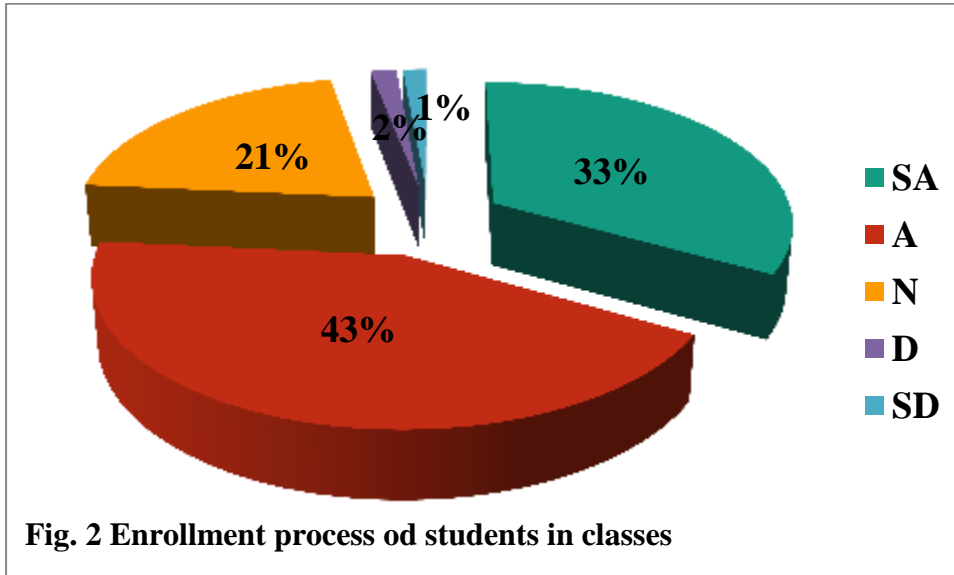
Fig. 2 Enrollment process od students in classes

3. **Student Support System such as financial assistance, Annual awards, freeships and scholarships**

SA	A	N	D	SD
192	238	128	10	15

Fig 3. Student Support System in the college
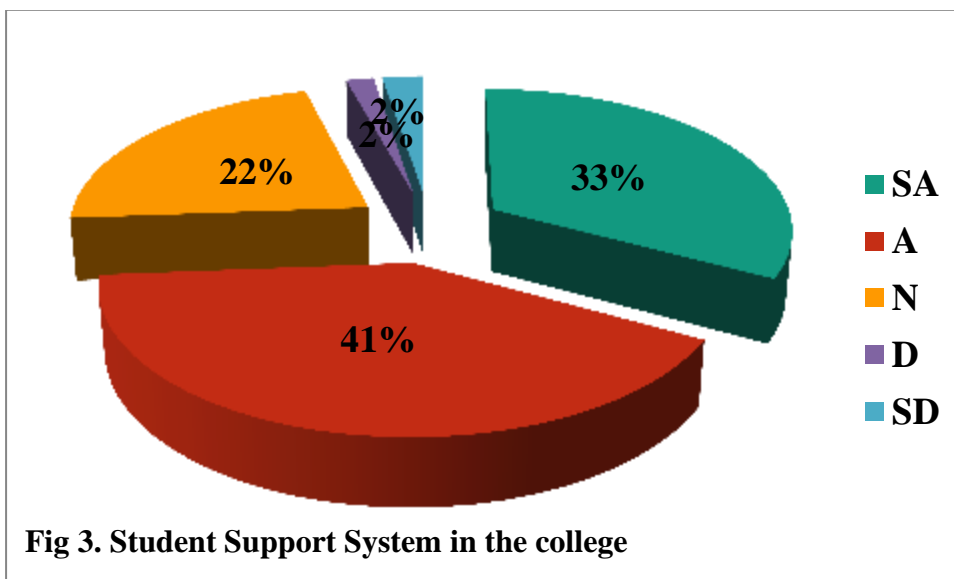
4. **Safety measures of Institution for students**

SA	A	N	D	SD
281	213	63	56	10

Fig 4. Safety measures of Institution
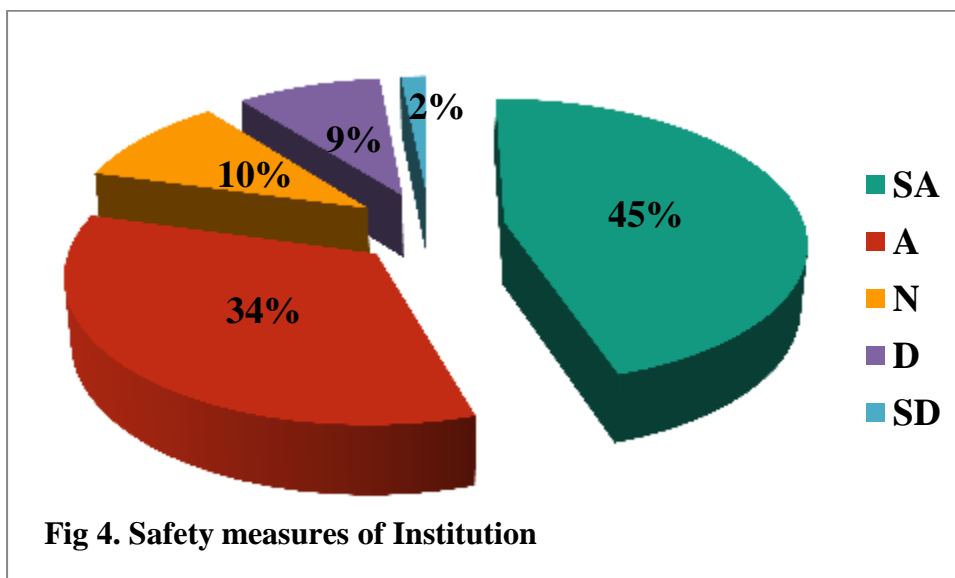
5. **Cleanliness in the Campus.**

SA	A	N	D	SD
305	252	44	6	16
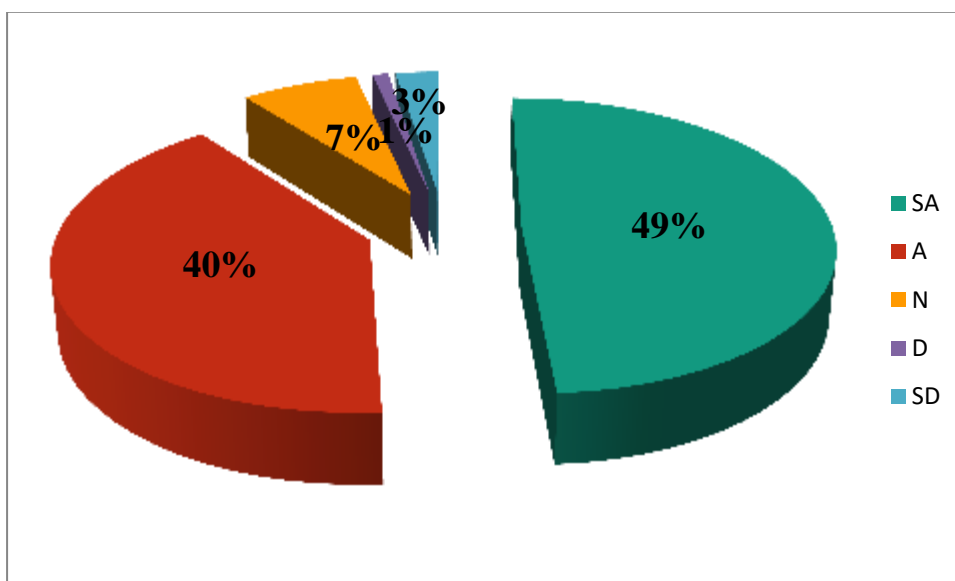
6. Infrastructure including Classrooms and laboratories

SA	A	N	D	SD
269	225	110	10	9

Fig 6. Infrastructure provided in the college
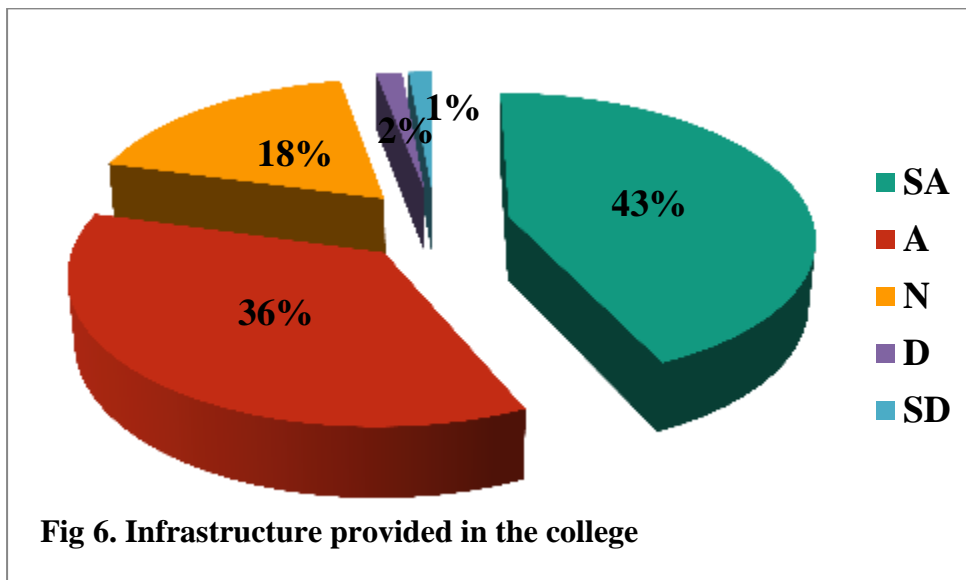
7. Library Facilities

SA	A	N	D	SD
361	150	59	17	36

Fig 7. Library Facility
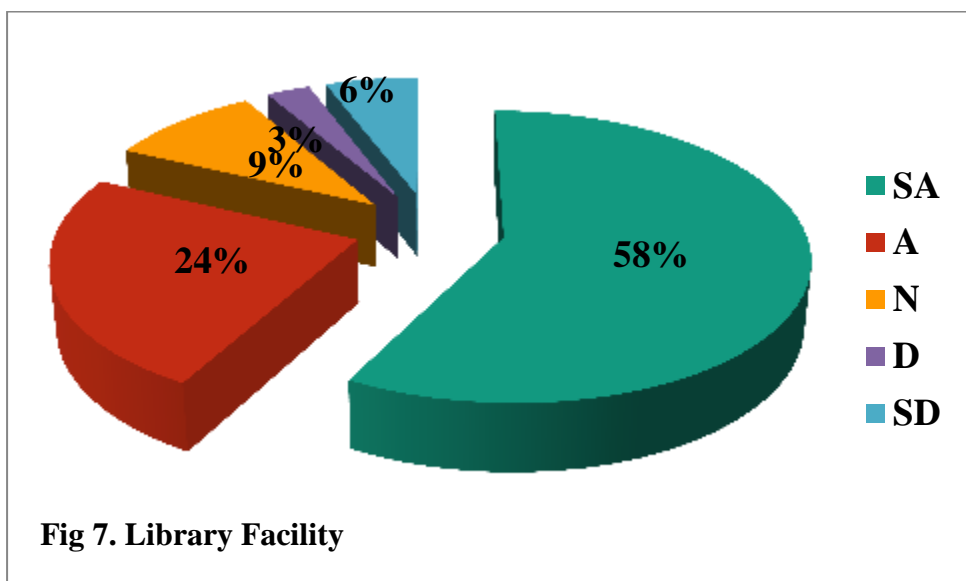
8. Computer and Internet Facilities

SA	A	N	D	SD
232	194	101	35	61

Fig 8. Computer and Internet Facilities
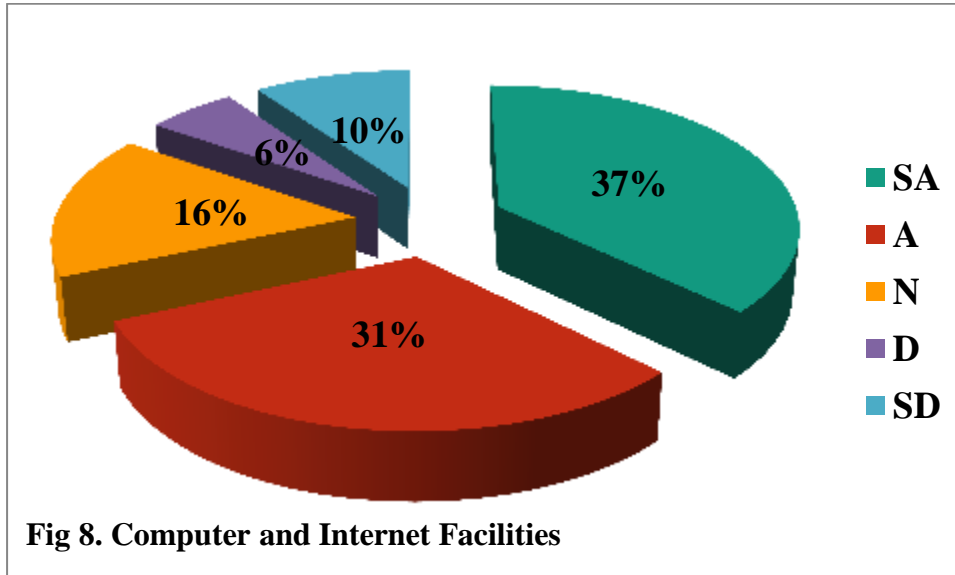
9. Hostel facilities such as common room, diet, cleanliness and medical facility

SA	A	N	D	SD
178	195	144	71	34

Fig 9. Hostel facilities
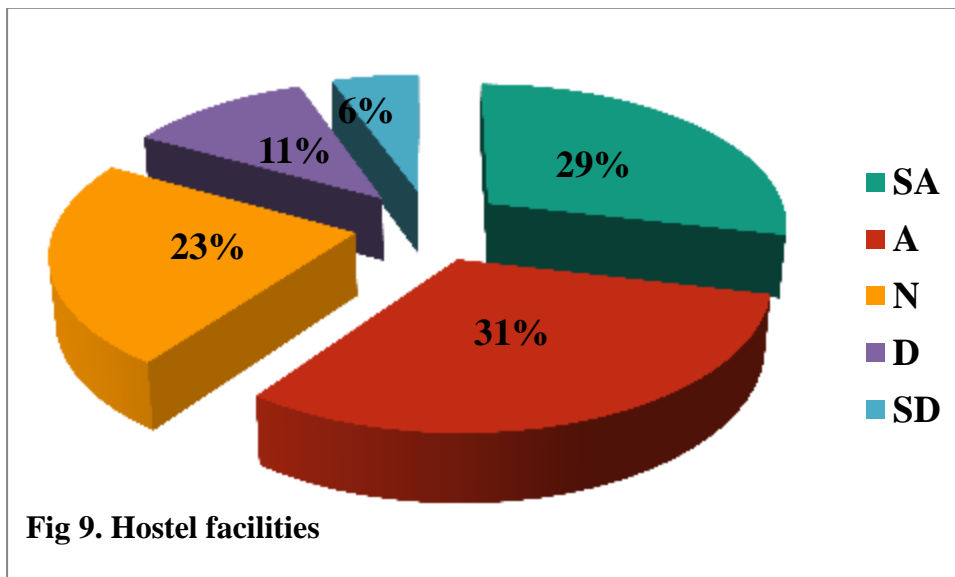
10. Sports facilities

SA	A	N	D	SD
199	207	154	27	13

Fig 10. Sports facilities
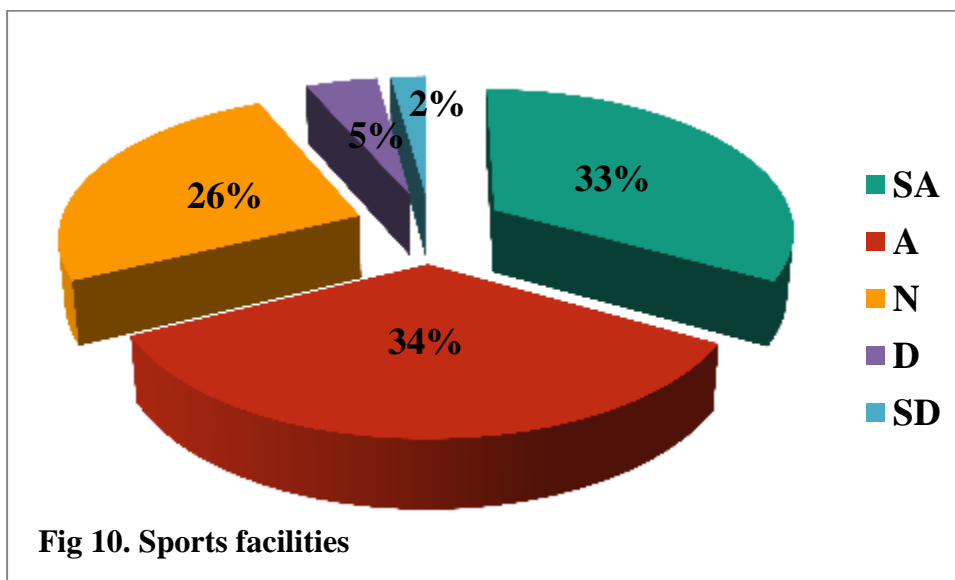
11. Transportation & Parking facility

SA	A	N	D	SD
242	261	102	9	9

Fig 11. Transportation and Parking facility
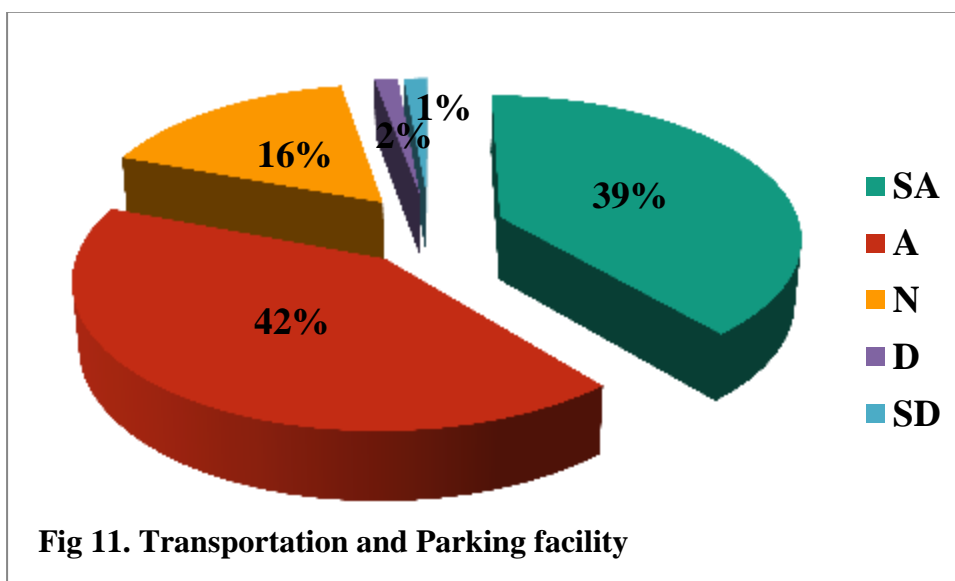
12. Canteen Facility

SA	A	N	D	SD
220	187	131	24	61

Fig 12. Canteen Facility
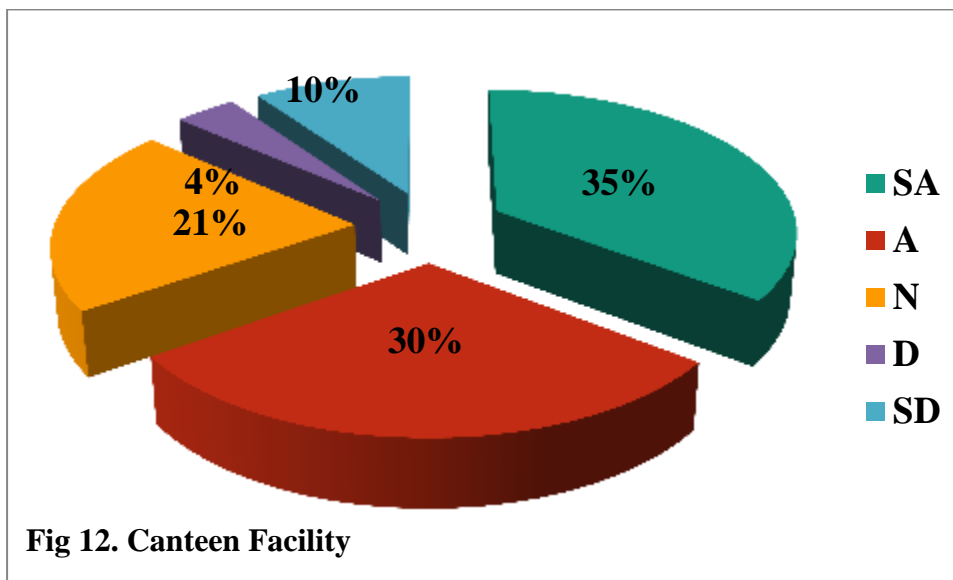
13. Medical Help (If needed)

SA	A	N	D	SD
163	193	172	49	46

Fig 13. Medical help centre
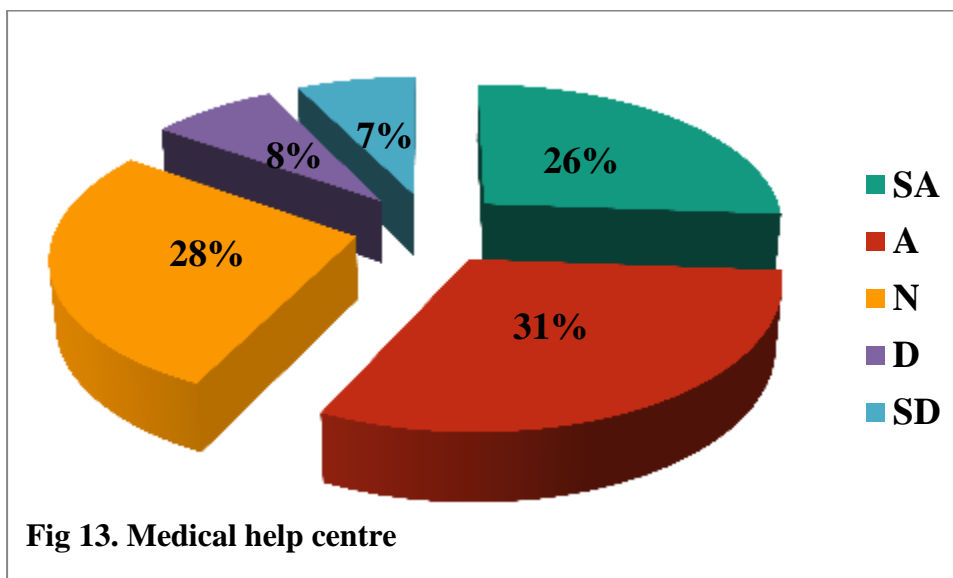
14. Evaluation system such as class test ,term test, internal assessment if Fair and unbiased

SA	A	N	D	SD
239	213	122	14	12

Fig 14. Fair and unbiased Evaluation system
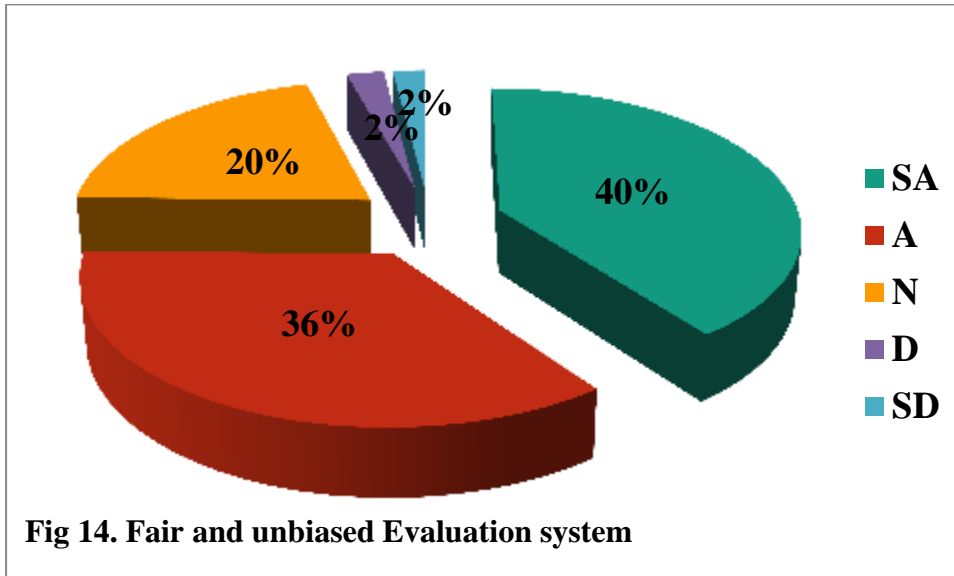
15. Access to administrative authorities

SA	A	N	D	SD
179	232	126	53	10

Fig 15. Access to administrative authorities
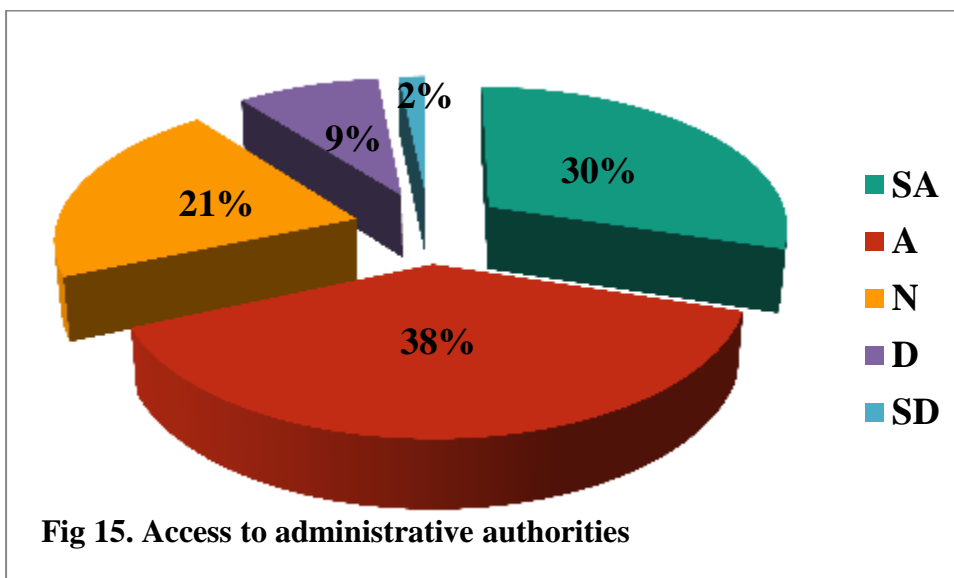
16. Grievance redressal

SA	A	N	D	SD
171	226	186	33	7

Fig 16. Grievance redressal system
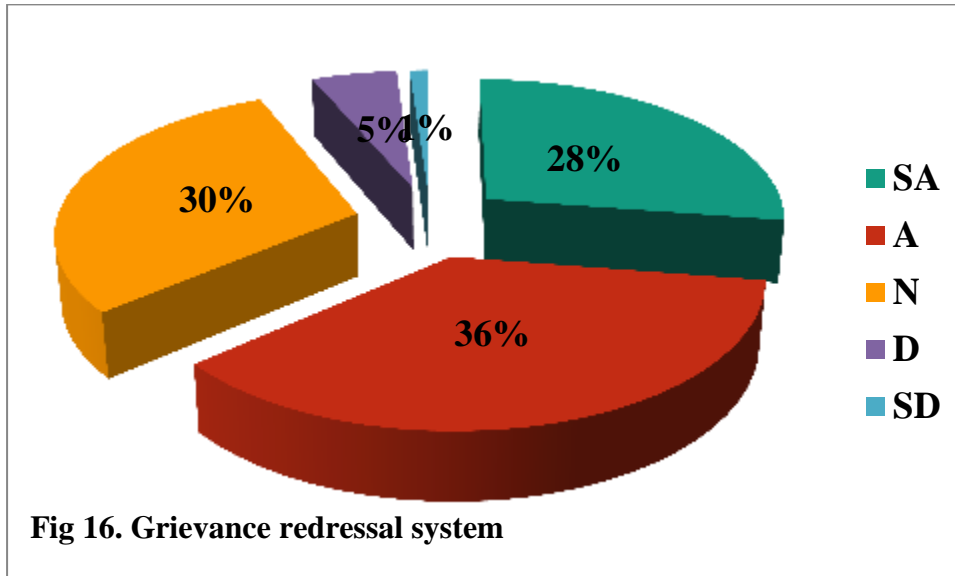
17. Career counseling and placement

SA	A	N	D	SD
180	226	143	57	17

Fig 17. Career counseling and placement system
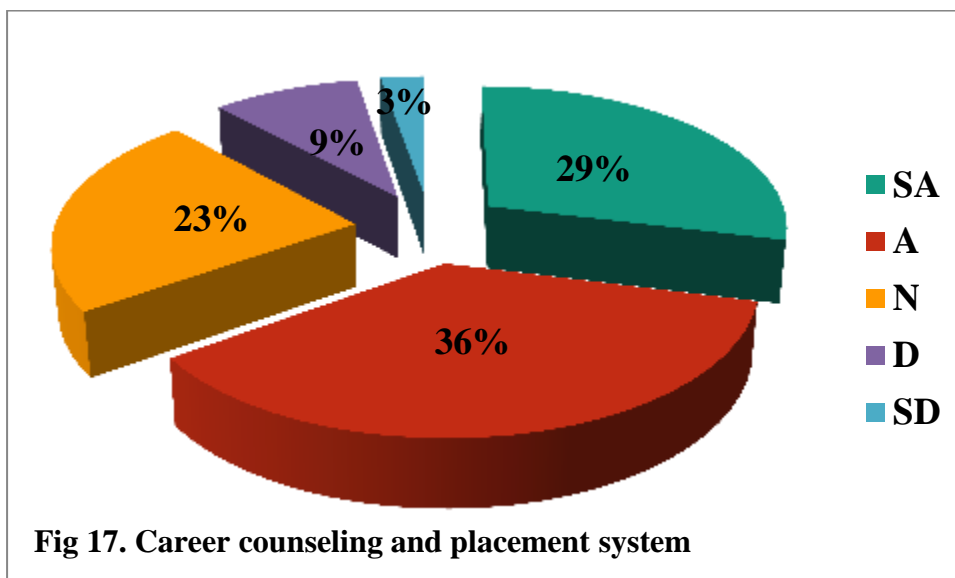
18. Syllabus design and curriculum of the program you are pursuing

SA	A	N	D	SD
221	225	153	18	6

Fig 18. Syllabus design and curriculum of the program
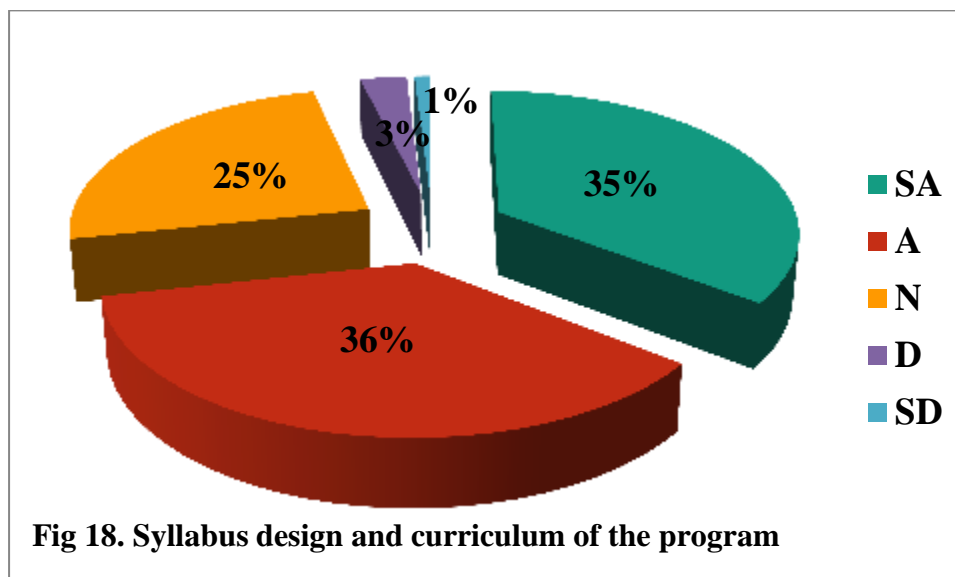
Feedback Outcomes:

1. Majority of the students (87%) have agreed that sufficient number courses are available in the institute. Only 8% have demanded to introduce new courses.

2. Students are happy with Student Support System such as financial assistance, Annual awards, freeships and scholarships provided in the college. 74% have agreed on this point while only 2% have suggested some improvements in financial system.

3. Nearly 79% of the students are happy with safety measures of the institute. They feel that the environment is soothing and safe for their overall development.

4. It is found that majority of the students (82%) have expressed their satisfaction with the library facilities provided in the college.

5. Majority of the students (81%) have expressed their satisfaction with the transportation & parking facility.

6. Most of the students expressed their satisfaction in the infrastructure provided by institute. Nearly 79% of the respondents have agreed that there are sufficient numbers of facilities available to support their studies.

7. Majority of the respondents are happy with the sports facilities like gym, playground etc. Only 7% have asked to start new games and to add new equipments.

8. Large numbers of students (76%) are happy with evaluation system such as class test, term test, and internal assessment. They agreed that teachers follow fair and unbiased way of student evaluation.

Suggestions:

1. Although students have expressed their satisfaction with the available range of courses. However, some of them have suggested new including courses related to entrepreneurship and cosmetology.

2. As 16% of the respondents disagree with the computer and internet facilities so there is scope for further improvement here. Also, students have demanded free and open Wi-Fi facility in the campus.

3. It was found that 15% of the students expressed their dissatisfaction with the medical facilities provided in the campus. As only 57% of the respondents are satisfied so it is recommended to improve medical facilities for the students. Students also demand for a regular doctor in the campus.

4. Students also demand for proper sitting area in the campus.

5. As per survey only 65% of the respondents expressed their satisfaction with the career counseling & placement and nearly 12% demanded to invite more companies for the placement process. Therefore, there is scope of further improvement in this sector.

6. A few suggestions have come regarding improving the grievance redressal mechanism in the campus.

7. Many of the students have demanded for free coaching classes for competitive exams.

Parent

Feedback

Analysis

Parent Feedback Analysis

Parents are major stakeholders of the institution. They have entrusted the future of their wards into our hands and thus they play a vital role in the development and enhancement of the quality of this learning experience. Parent feedback allows the institute to evaluate its service provision and cater to providing best services towards the students. Using effective channels of communication and getting parents involved in decisions help to build strong relationships and encourages involvement in the child's learning and progress.

Type of Feedback	Number of responses
Parent	400

Areas Assessed:

1. Infrastructure availability and environment in the institution

2. Communication from the college end regarding child's performance

3. Quality of teaching and faculty knowledge

4. Curriculum design, implementation and placement of child

5. Extracurricular activities, safety and security of child

Majority parents expressed that the simplicity and fairness of the admission procedure of the institution is excellent. They really appreciate academic discipline in terms of timely conduct of lectures, practical and other activities. Most of the parents felt that quality of the teaching and training provided at the institution and its contribution to their wards overall personality development is excellent.

Parents Feedback Graphs

1. Are you satisfied with infrastructure of the college and learning resources provided to your child?

SA	A	N	D	SD
81	289	28	2	0

Fig. 1 Infrastructure and learning resources of the college
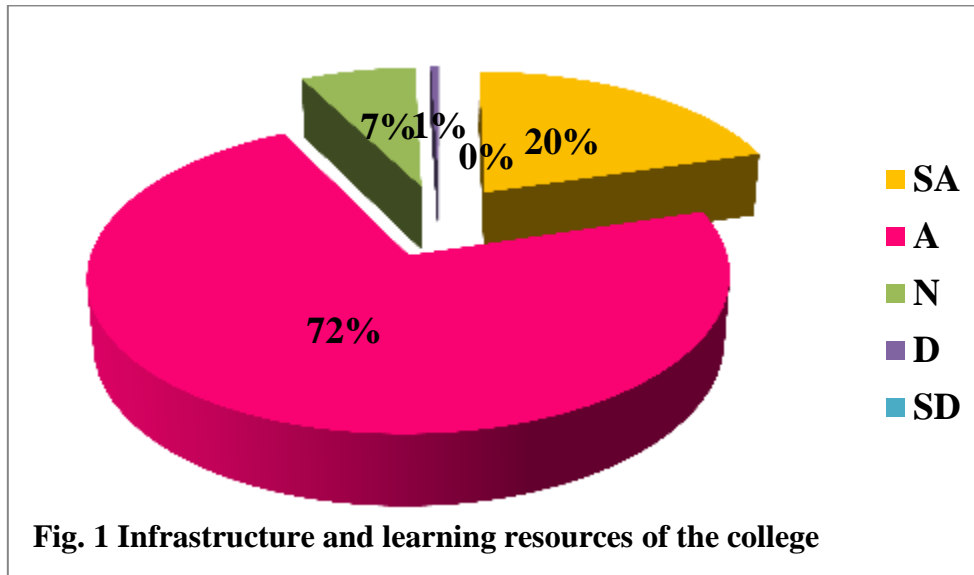
6. Do you think that the college environment is helpful for the overall development of your child?

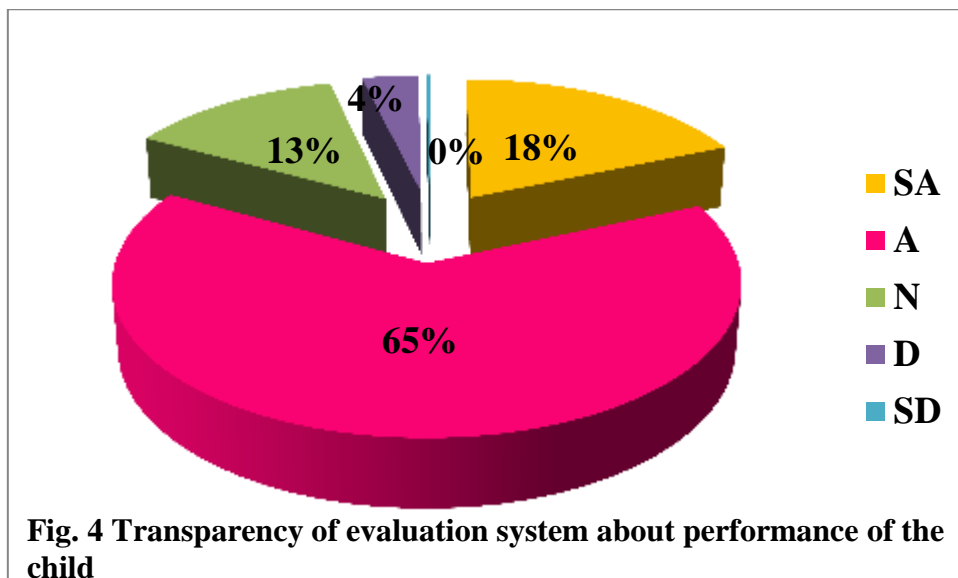| SA	A	N	D	SD
108	258	31	2	1

Fig. 2 College environment for the overall development of child
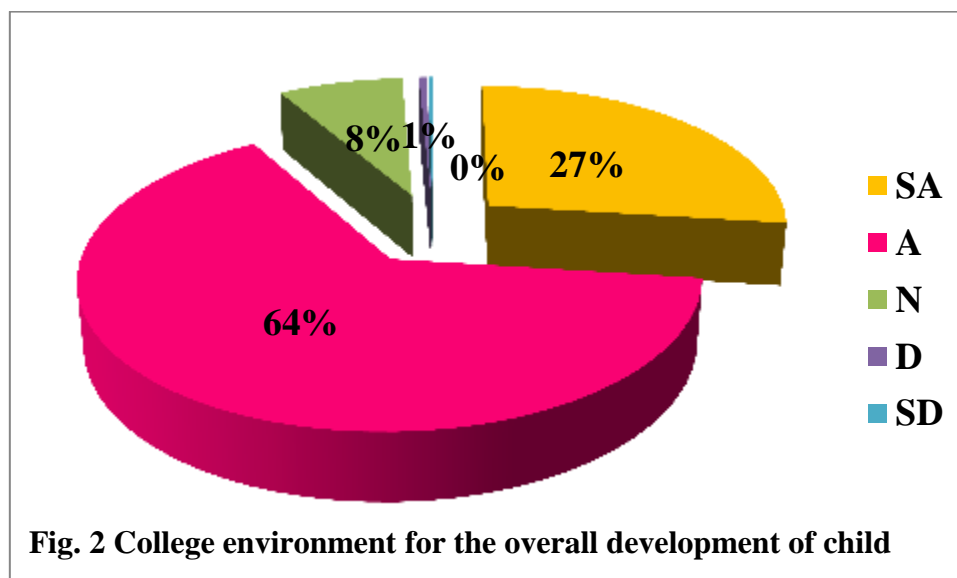
3. Do you think that the hostel, library and sports facilities provided in the college are adequate?

SA	A	N	D	SD
76	262	57	5	0

Fig. 3 Adequate hostel, library and sports facilities in the college
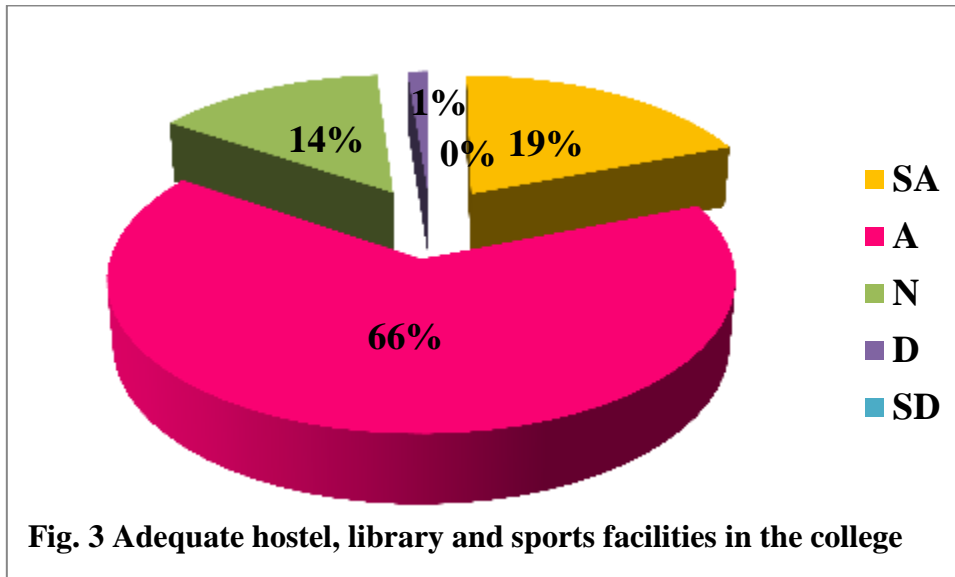
5. Do you think that there is transparency in the evaluation system at the college level?

SA	A	N	D	SD
74	258	53	14	1

Fig. 4 Transparency of evaluation system about performance of the child

6. Are you satisfied with the procedure adopted by the college for the communication of your child's performance?

SA	A	N	D	SD
92	254	51	3	0

Fig. 5 Satisfaction for the communication of your child's performance
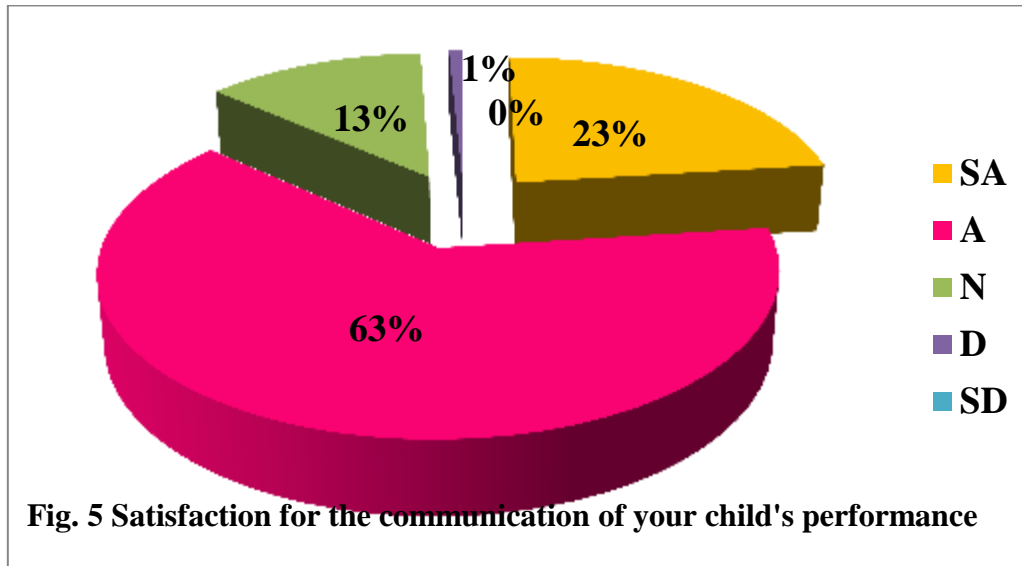
6. Are the security and safety measures in the college adequate?

SA	A	N	D	SD
134	234	30	2	0

Fig. 6 Adequate security and safety measures in the college
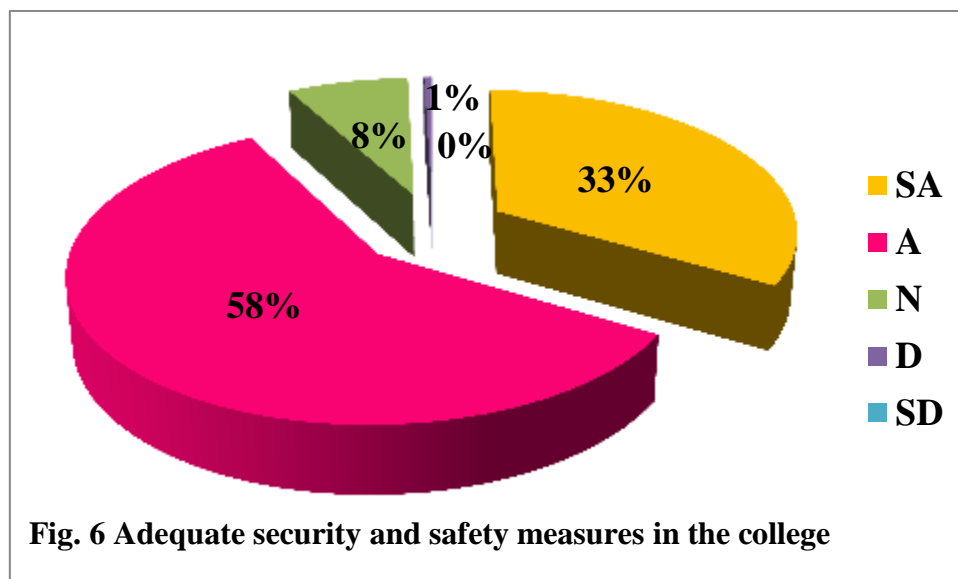
7. Do you think that the best academic skill and quality teaching provided in the college?

SA	A	N	D	SD
111	261	24	3	1
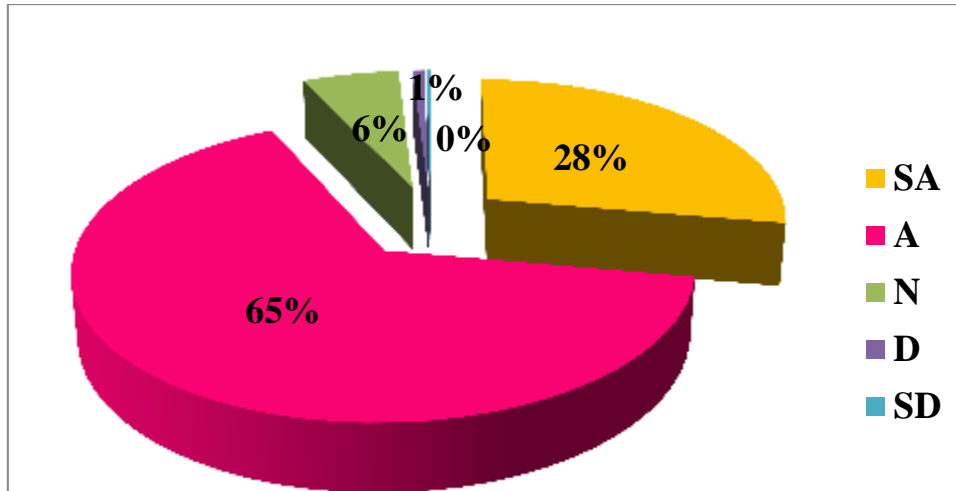
Fig. 7 Academic skill and quality teaching provided by the college

8. Is your child improving his/her knowledge base through interaction with the faculty of the college?

SA	A	N	D	SD
107	264	24	3	2
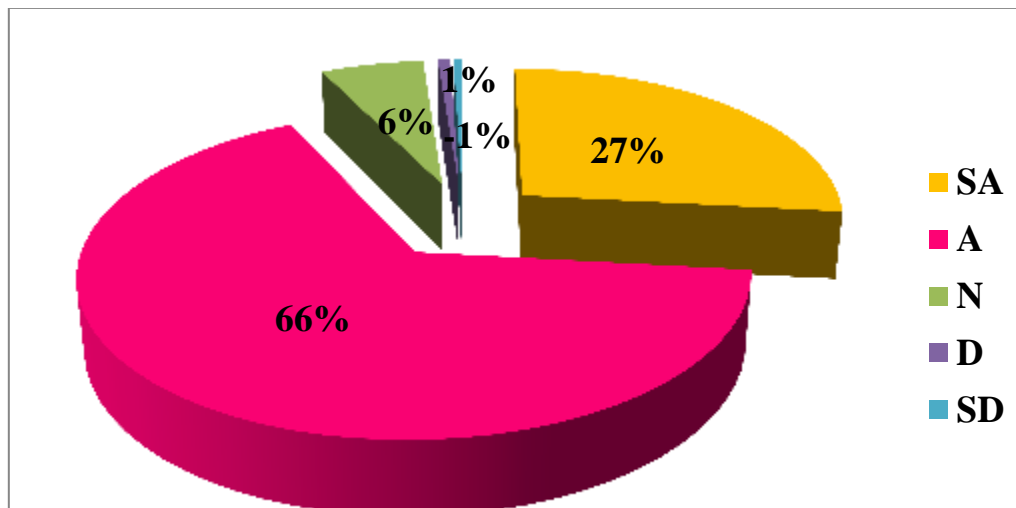
Fig. 8 Improvement in your child's knowledge through interaction with the teachers

9. Are the festivals, events and extracurricular activities arranged by college adequate?

SA	A	N	D	SD
171	195	27	4	3

Fig. 9 Adequate arrangemnt of fests, events and extracurricular activities by the college
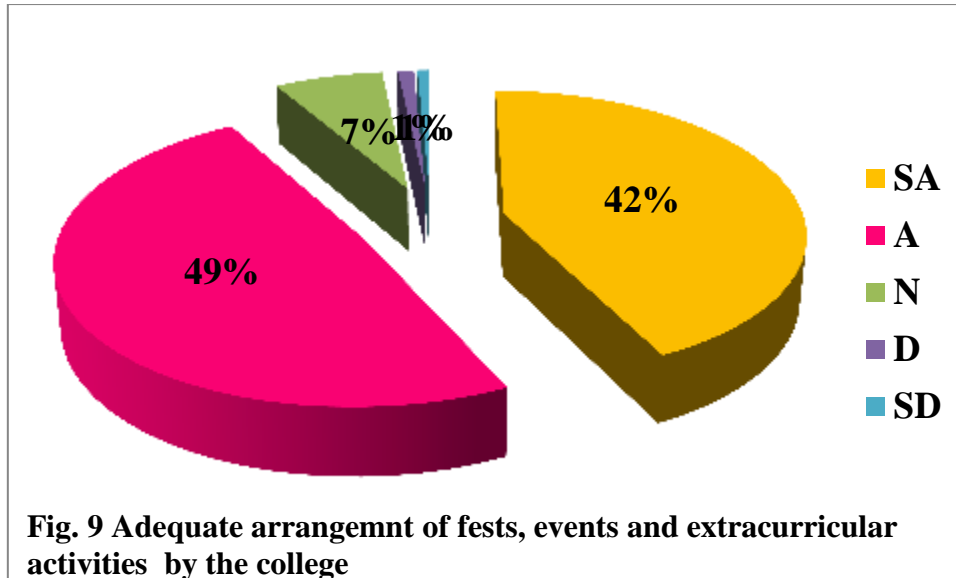
10. The training and placement opportunities, internship provided by the college is sufficient.

SA	A	N	D	SD
96	207	86	8	3

Fig. 10 Sufficient training and placement opportunities in the college
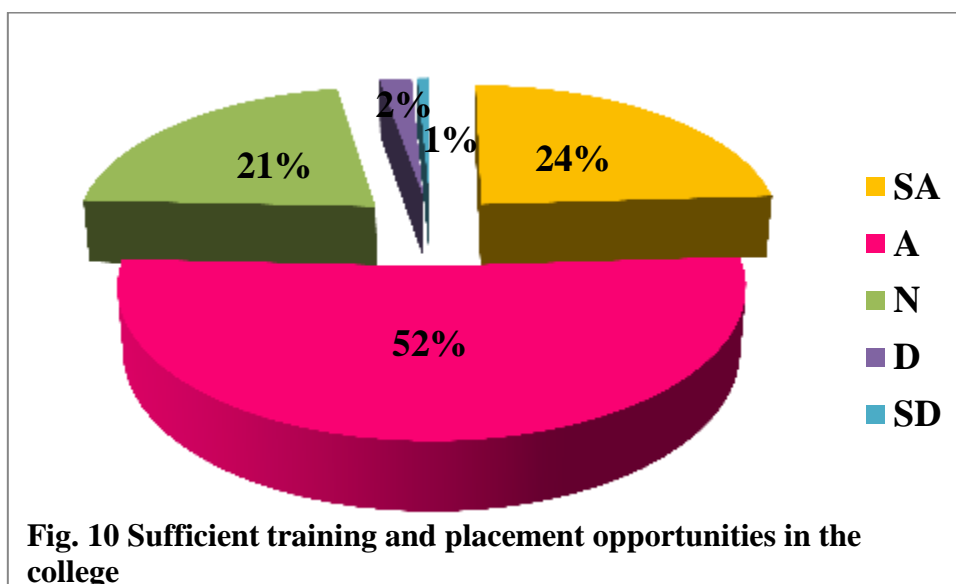
10. Do the quality and relevance of courses included into the curriculum help in improving learning?

SA	A	N	D	SD
81	282	35	0	2
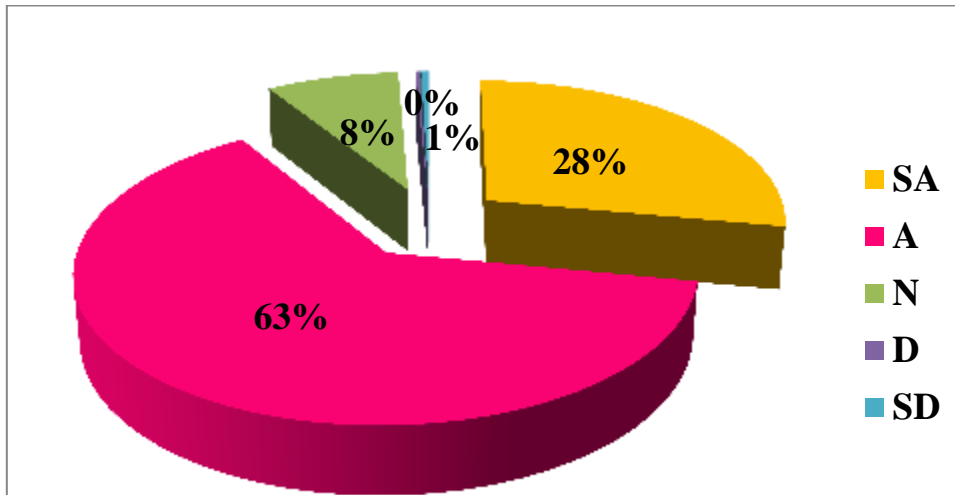
Fig. 11 Quality and relevance of courses to improve learning

11. Are you satisfied with the syllabus and curriculum design of your child's course?

SA	A	N	D	SD
112	252	33	1	2
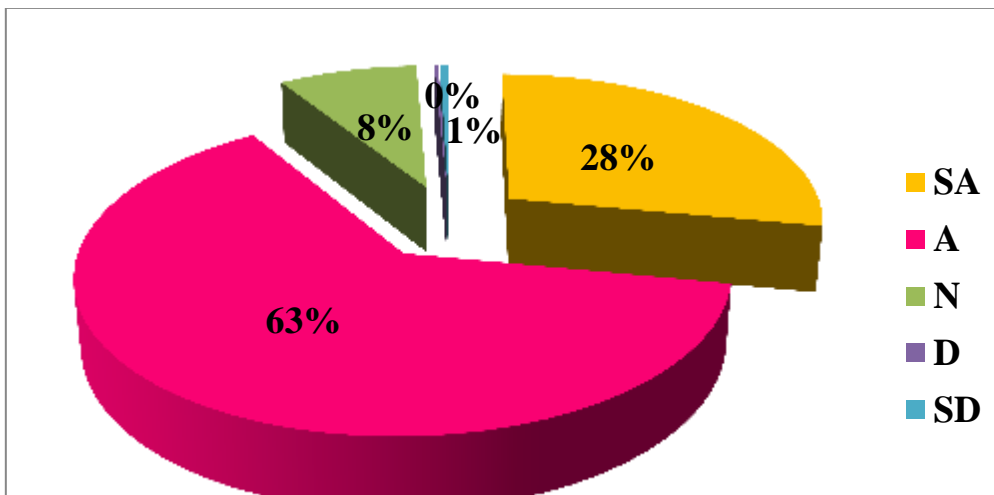
Fig. 11 Satisfaction level with syllabus and curriculum design of child's course

Feedback outcomes

1. Majority of the parents (92%) are happy with the infrastructural facilities available in the institute. Parents have agreed that adequate learning and online resources have been provided in the college in terms of labs, smart class rooms, library etc. Parents have also appreciated the hostel, library, sports and gym facilities in the college.

2. 91% of the parents are satisfied with the report received on their child's performance in the college. 8% of the parents were neutral whereas only 1% has demanded to improve the reporting system of students' performance.

3. 83% of the parents are happy with transparency in evaluation system. They are also satisfied with the criteria of evaluation followed by the institute. New additions in evaluation criteria have been asked by 4% of the parents.

4. Parents are very happy with co-curricular activities being carried out in the institute. 91% of the parents expressed that institute is carrying appropriate extra-curricular activities that help in overall growth of their ward.

5. On analysing the feedback received by the parents, it is observed that parents are largely satisfied by the efforts made by the college administration in security and safety measures (91%). Only 1% of the parents have suggested few points for more safety measures in the institute.

Suggestions:

1. Most of the parents are happy with the transparency of evaluation system. Only 4% have demanded improvements in evaluation and performance measure system.

2. Some parents have requested to recruit faculty and make arrangements for students who want to prepare for competitive exams.

3. As only 76% of the parents are satisfied with the training and placement opportunities, efforts can be made to improve in this sector.

# Alumni Feedback Analysis

Alumni Feedback Analysis

The feedback from alumni carries special significance for the college as the old students' enriched experience of the outside world make them better judges of the strengths as well as weaknesses of their alma mater. Given below is the feedback received from the 402 alumni of the college:

Type of Feedback	Number of responses
Alumni	402
Areas Assessed: 6. Teaching and learning 7. Curriculum 8. Development in infrastructure 9. Interaction with college	

Alumni Feedback Graphs

1. I feel proud to be the student of GNC.

SA	A	N	D	SD
255	112	21	5	9

Fig. 1 Proud to be the part of GNC
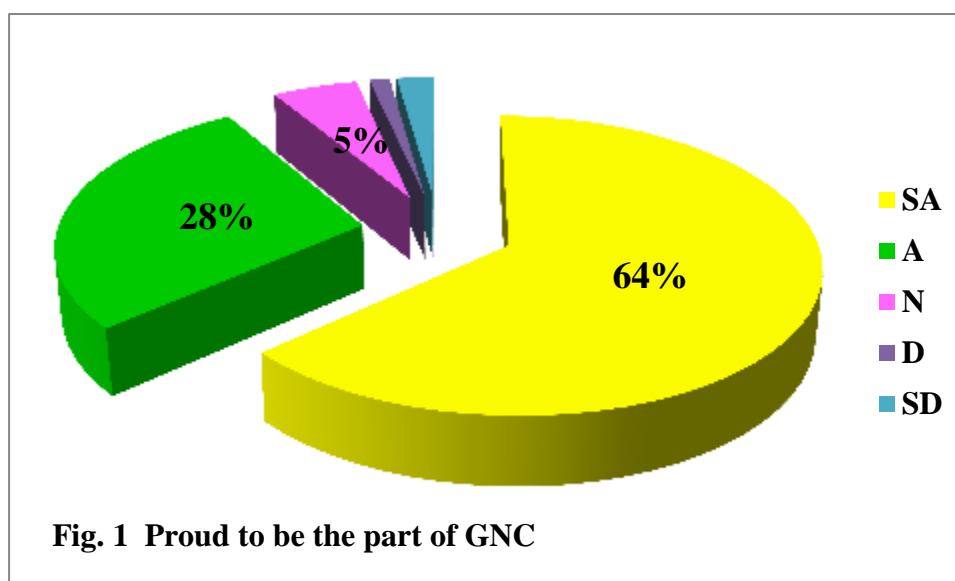
2. The learning I had in the college is useful in my career.

SA	A	N	D	SD
209	152	31	2	8

Fig. 2 Learning is useful for career development
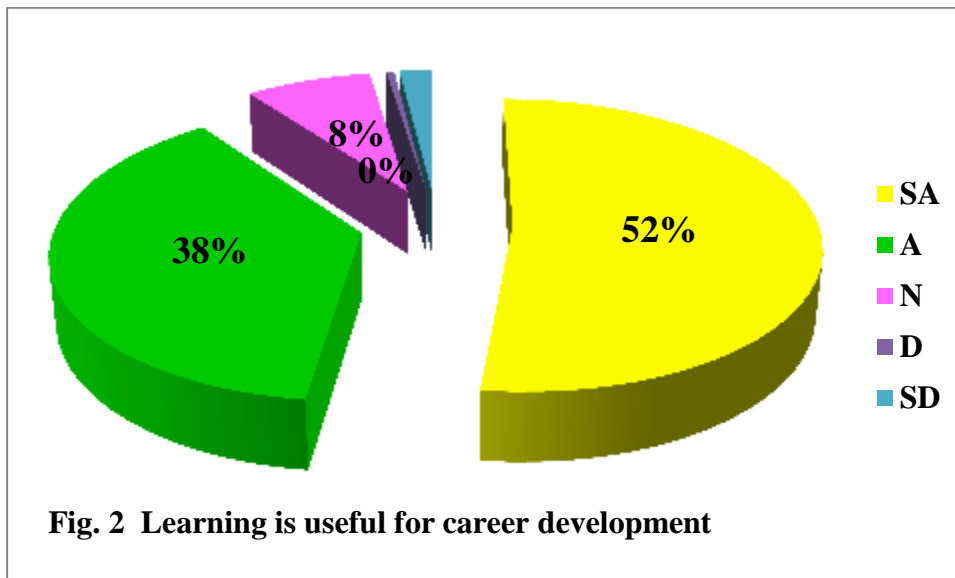
3. The developments in the college in recent years are appreciative.

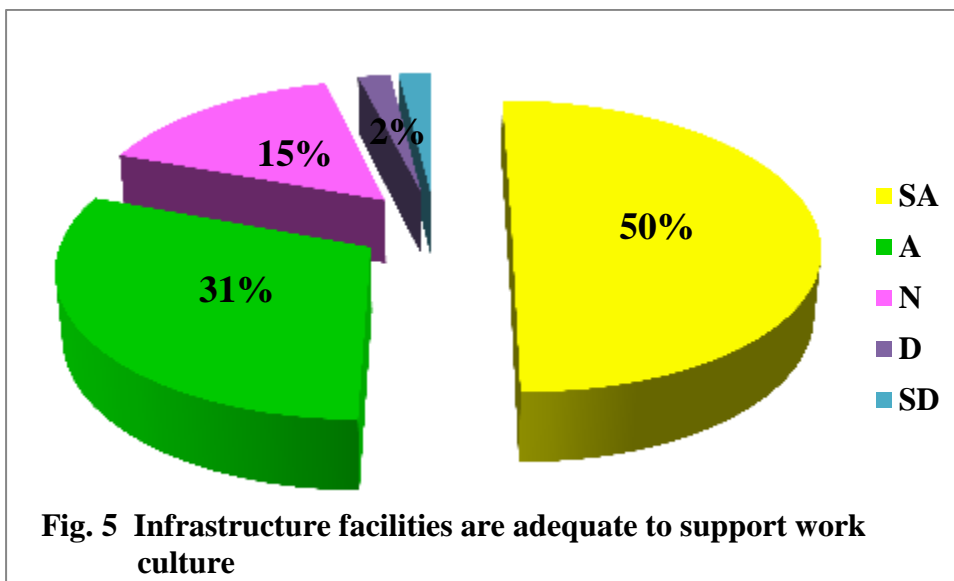| SA	A	N	D	SD
188	156	40	2	16

Fig. 3 College develoment is appreciable in recent years.
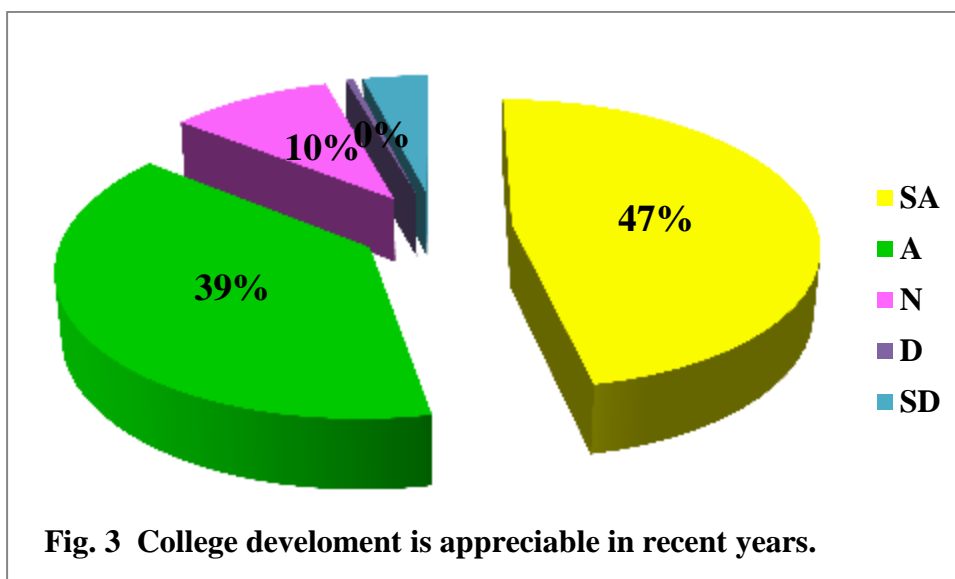
4. The new courses introduced meet contemporary requirements.

SA	A	N	D	SD
170	171	50	4	9

Fig. 4 New Courses has been introduced as per contemporary needs
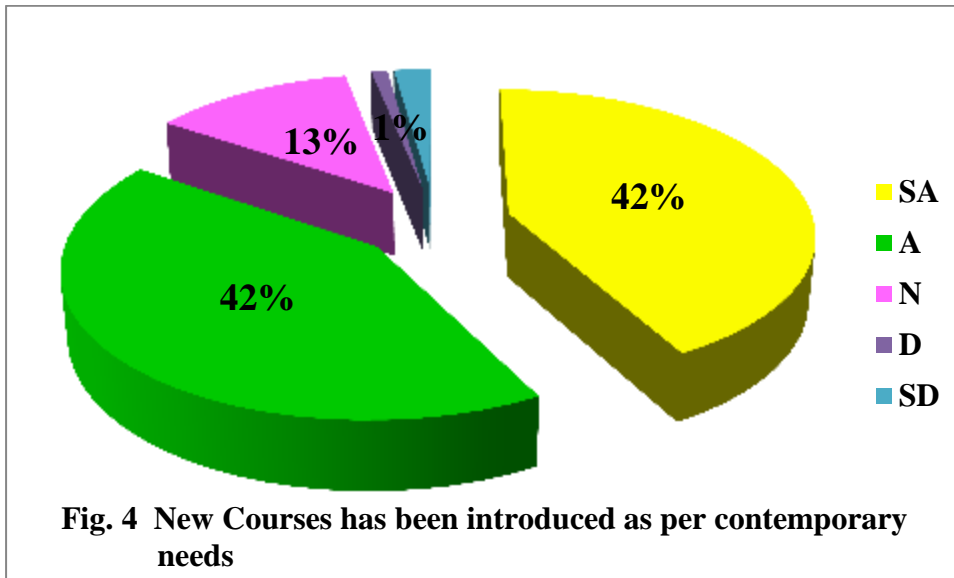
5. The infrastructure facilities are satisfactory.

SA	A	N	D	SD
202	123	62	8	8

Fig. 5 Infrastructure facilities are adequate to support work culture

6. GNC is involving alumni in its activities.

SA	A	N	D	SD
178	156	51	9	8

Fig. 6 Alumni are involved in college activities
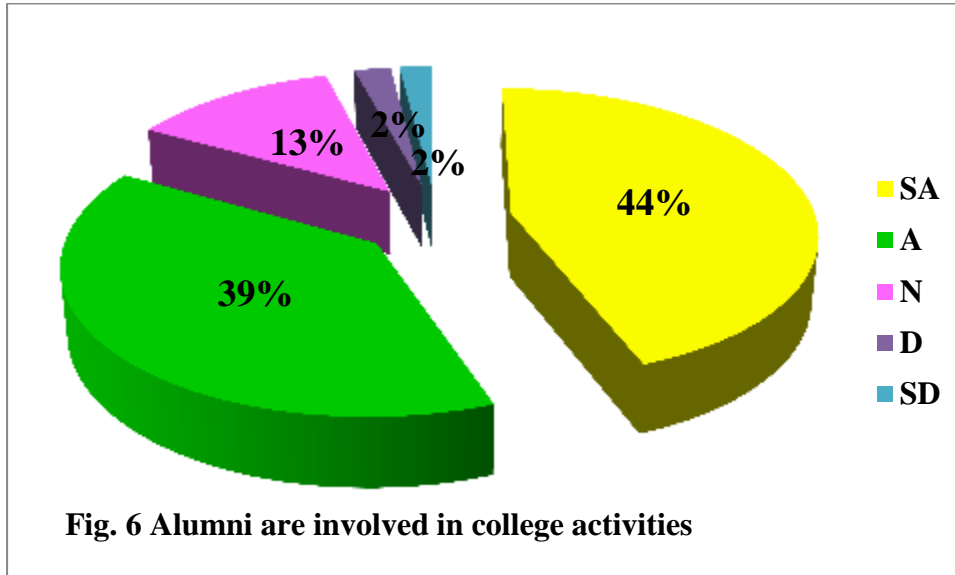
7. The alumni have a role to play in financially strengthening the college.

SA	A	N	D	SD
163	162	47	22	8

Fig. 7 Alumni provide financial strength to the college
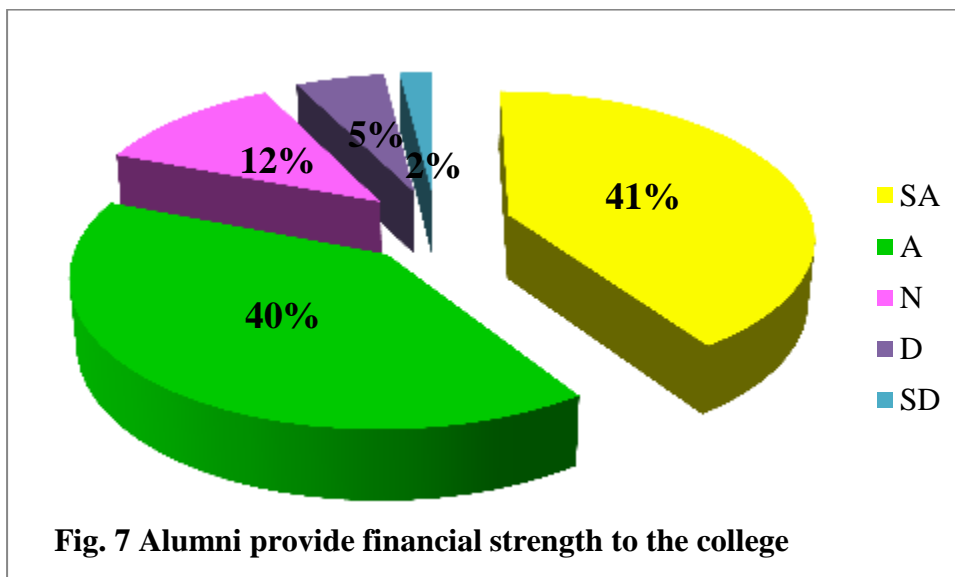
8. Regular updates are received from the college through calls/SMS/ face book.

SA	A	N	D	SD
200	137	51	4	10

Fig. 8 College updates are received through calls/SMS/ face book.
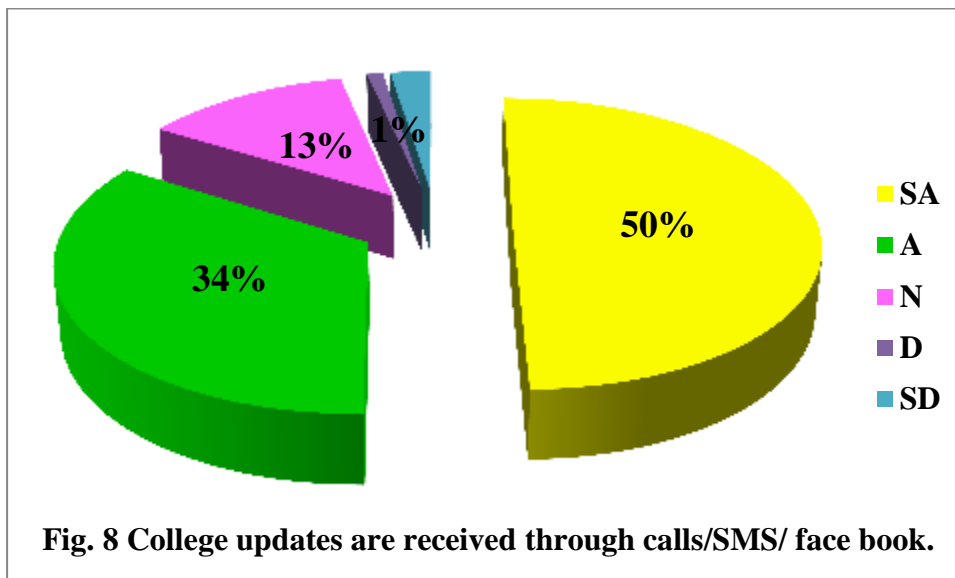
9. The Syllabus of the program you studied was satisfactory.

SA	A	N	D	SD
221	123	45	4	9

Fig. 9 Syllabus of your studied course was satisfactory
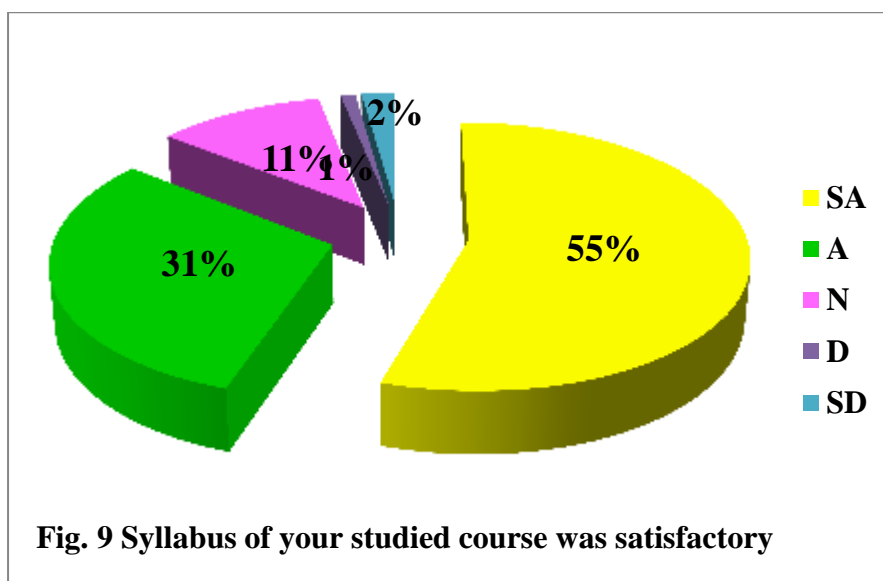
Feedback Outcomes

1. The alumni feedback analysis report reveals that majority (92%) of the alumni are happy and proud to be a part of this institution.

2. Majority of alumni (90%) agreed with the teaching learning process adopted in the college. 8% stood up neutral while 0% dissatisfaction is reported. A few suggestions came up to include more ICT in teaching learning.

3. Almost 84% of the alumni were satisfied that the curriculum being followed in the college helped them to found their suitable jobs. Many alumni are entrepreneurs now based on the skills they gained from their course curriculum. Only 1% of the alumni suggested some changes.

4. Majority of the alumni (81%) were satisfied with the infrastructural facilities provided in the college. However, few of the respondents (2%) felt need of some improvements. Nearly 15% of the alumni were neutral on this point.

5. The college always stay in touch with alumni through every possible way like social media, phone calls, e-mails etc. Alumni keep giving the suggestions for improvement of college. 1% suggested new ways to interact with college.

Suggestions by the committee

1. Most of the alumni have appreciated the overall teaching-learning process. Few suggestions have come up to add online courses keeping in view the online study due to COVID.

2. Although alumni are happy with the course content, some have demanded to add more practical subjects in the curriculum to meet the need of industry.

3. Majority of the alumni are happy with the interaction of college with them. It is suggested by a few of them to increase the opportunities of their participation in the activities of the college.

Faculty

Feedback

Analysis

Faculty Feedback Analysis

One of the chief sources of feedback on the performance of the institution is its faculty. It provides the basis for the changes and enrichment in the teaching learning process, infrastructure, and placement according to the requirements of the students. Given below is the feedback received from 97 faculty members of the college:

Type of Feedback	Number of responses
Faculty	97

Areas Assessed:

10. Curriculum Design and Development

11. Teaching, Learning, Evaluation & Research

12. Infrastructure

13. Governance

Faculty feedback graphs

1. CURRICULUM DESIGN AND DEVELOPMENT

Following are the questions related to curriculum design and implementation of the course.

1. Board of studies is taking care to ensure the current relevance of the programme being offered.

SA	A	N	D	SD
21	41	29	5	1
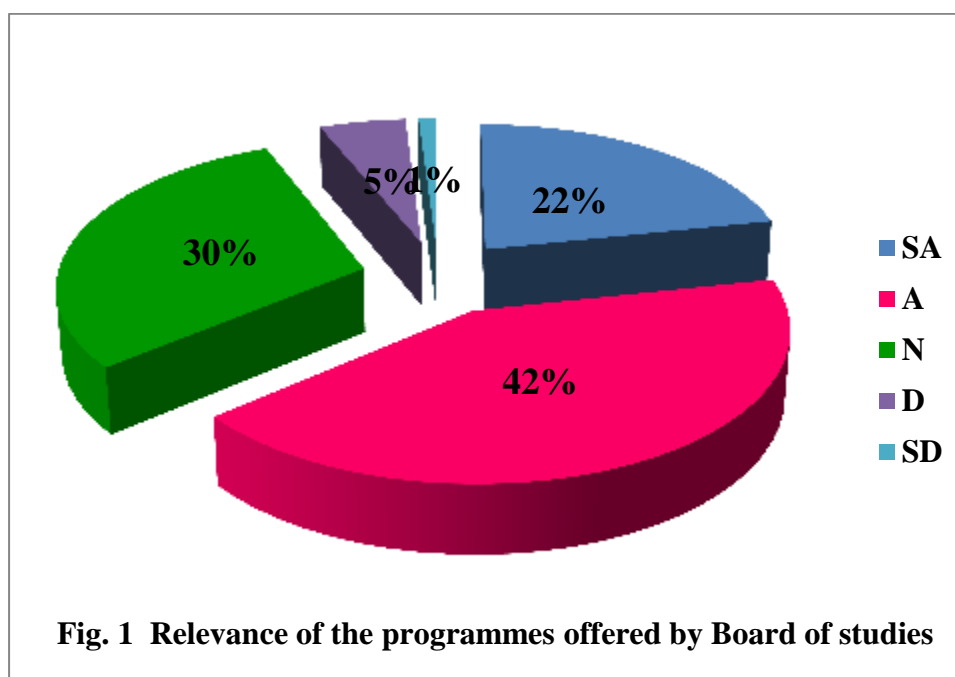
Fig. 1 Relevance of the programmes offered by Board of studies

2. The system followed by the University for the design and development of curriculum is effective.

SA	A	N	D	SD
18	62	10	7	0
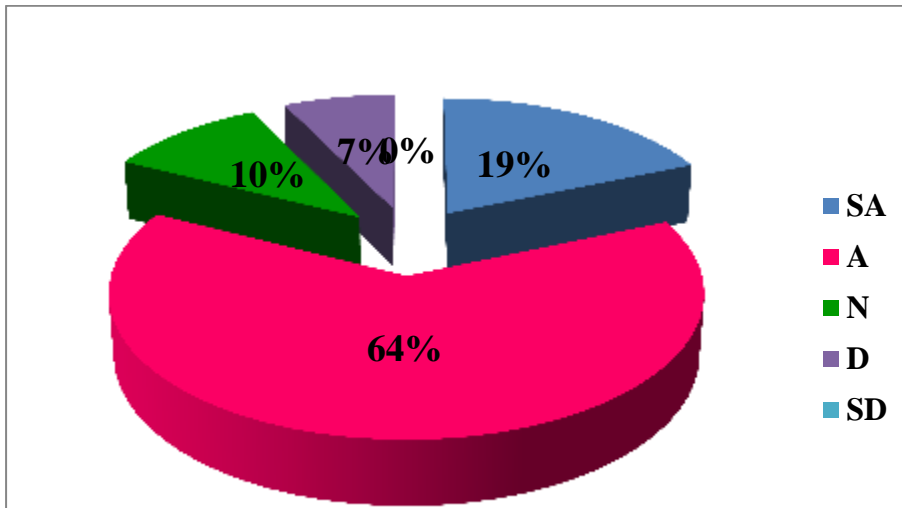
Fig. 2 Design and development of curriculum by University

3. The curriculum has been updated from time to time.

SA	A	N	D	SD
16	48	19	13	1
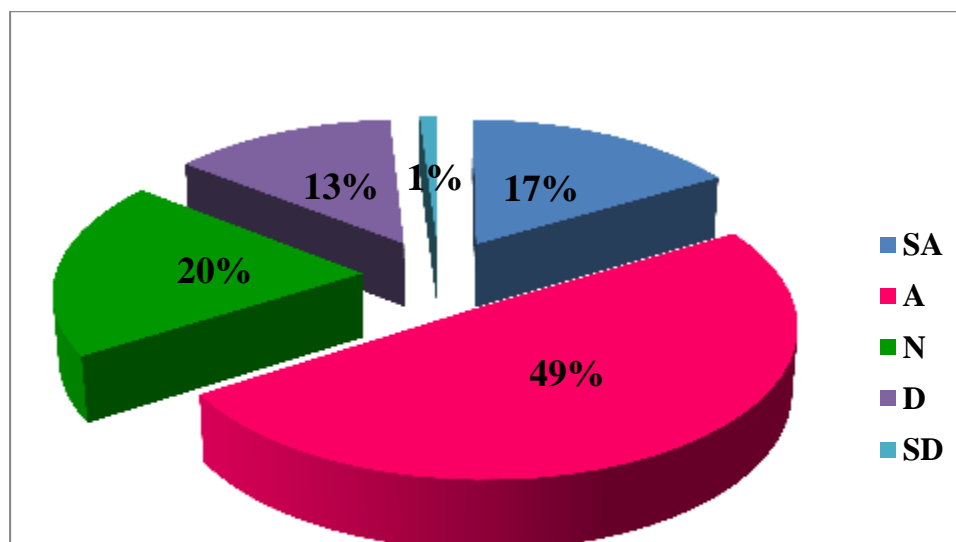
Fig. 3 Timely updation of curriculum by University
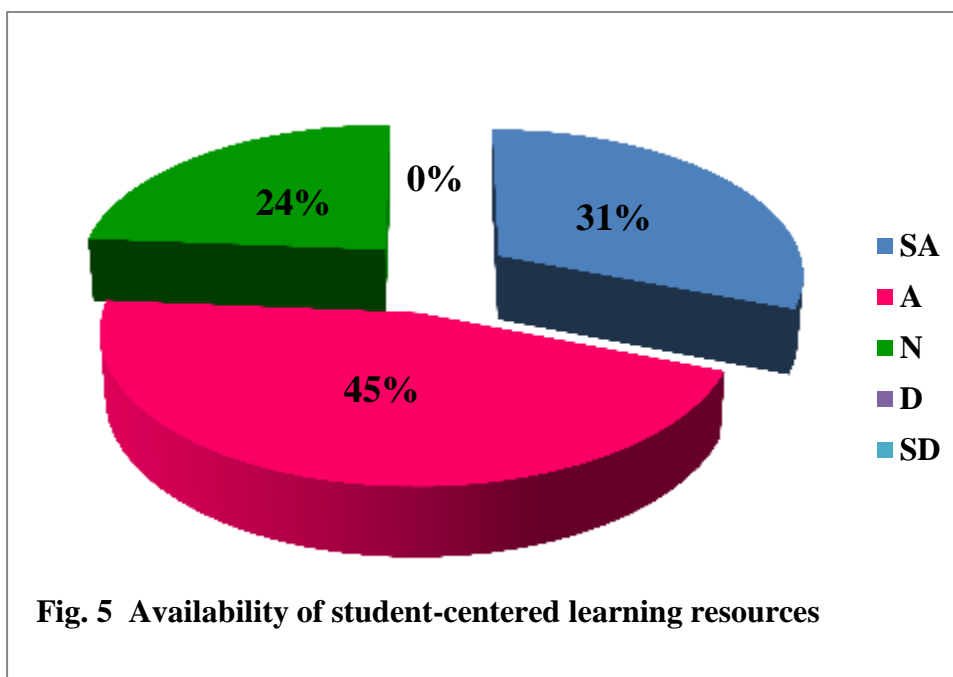
TEACHING, LEARNING, EVALUATION & RESEARCH

4. The admission process adopted by the college is effective to attract meritorious students.

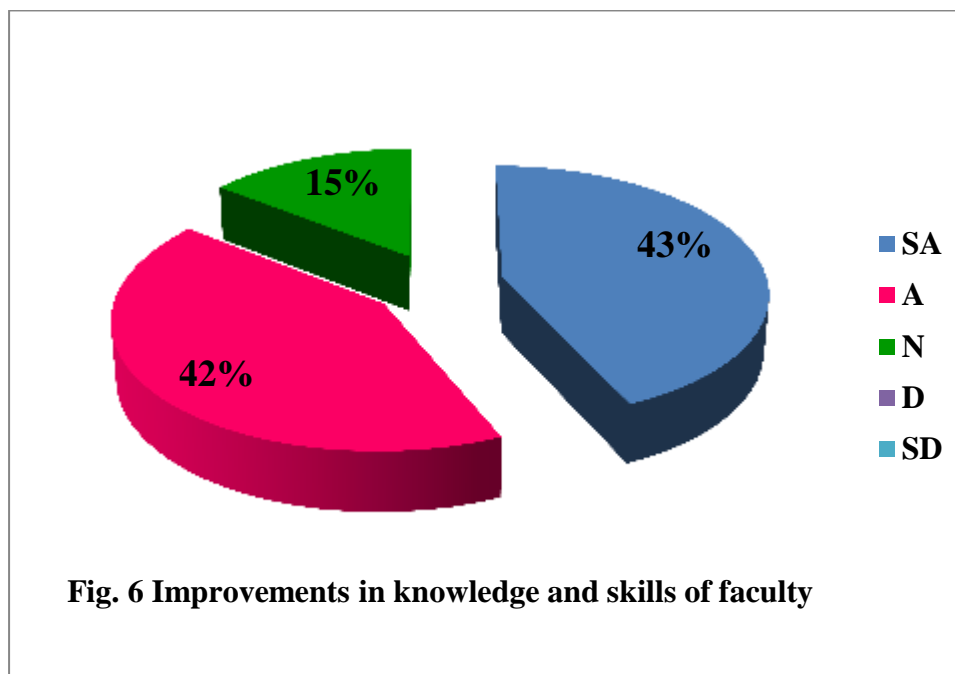| SA	A	N	D	SD
57	29	11	0	0

Fig. 4 Effectiveness of admission system in college
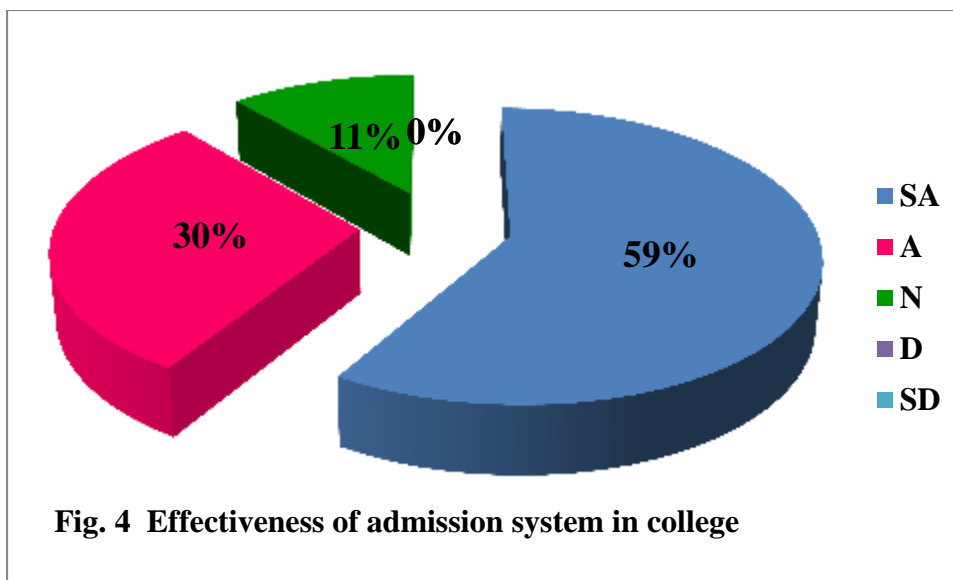
5. Student cantered learning resources are available in the Institution.

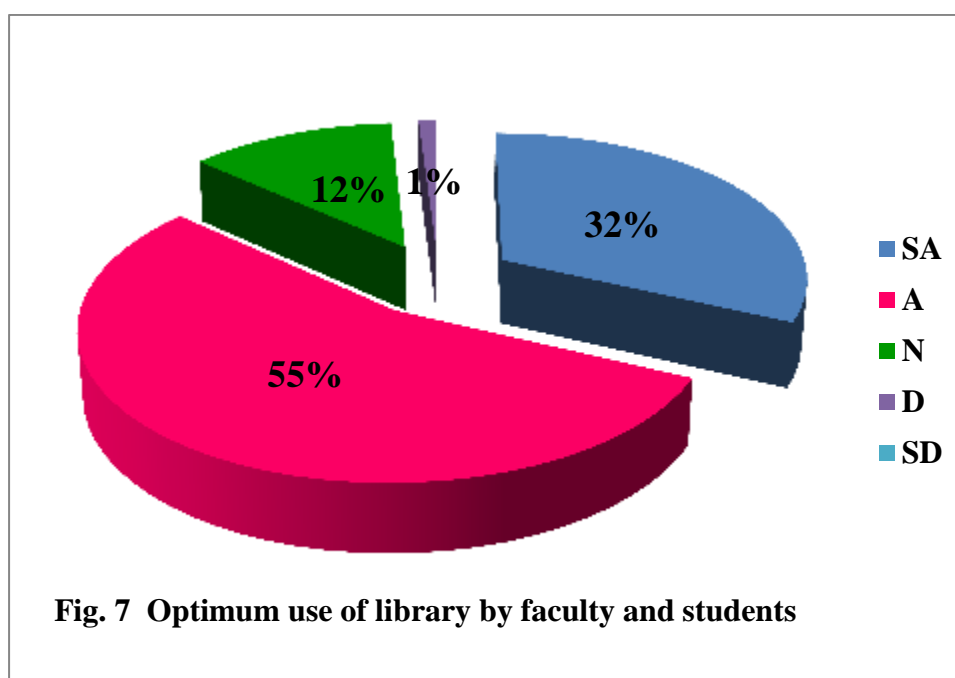| SA	A	N	D	SD
30	44	23	0	0

Fig. 5 Availability of student-centered learning resources

6. The faculty is updating their knowledge and skills.

SA	A	N	D	SD
42	41	14	0	0

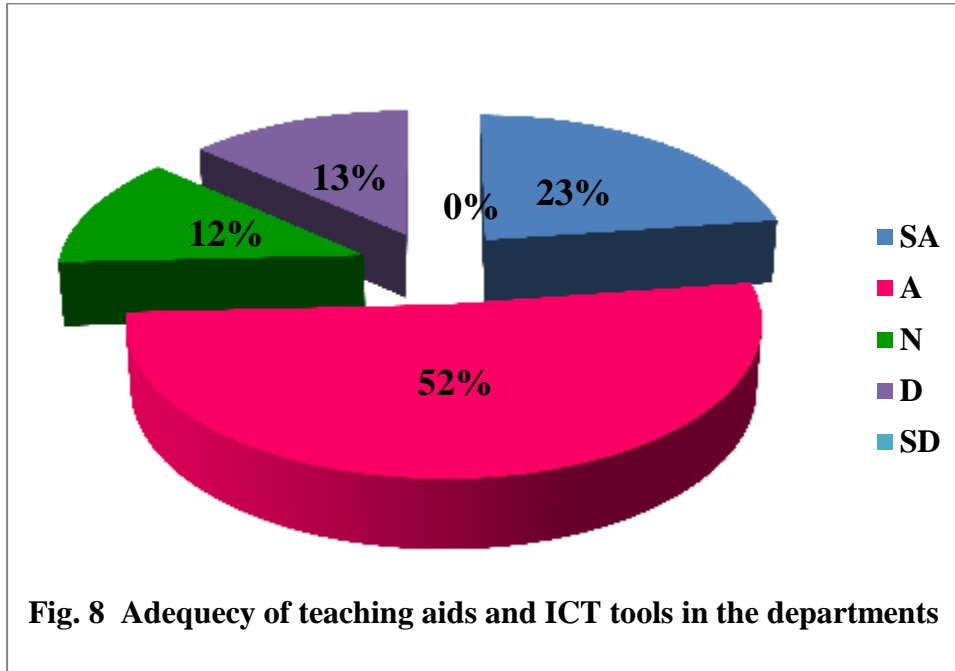
Fig. 6 Improvements in knowledge and skills of faculty

7. The library is utilized optimally by the faculty and students.

SA	A	N	D	SD
31	53	12	1	0

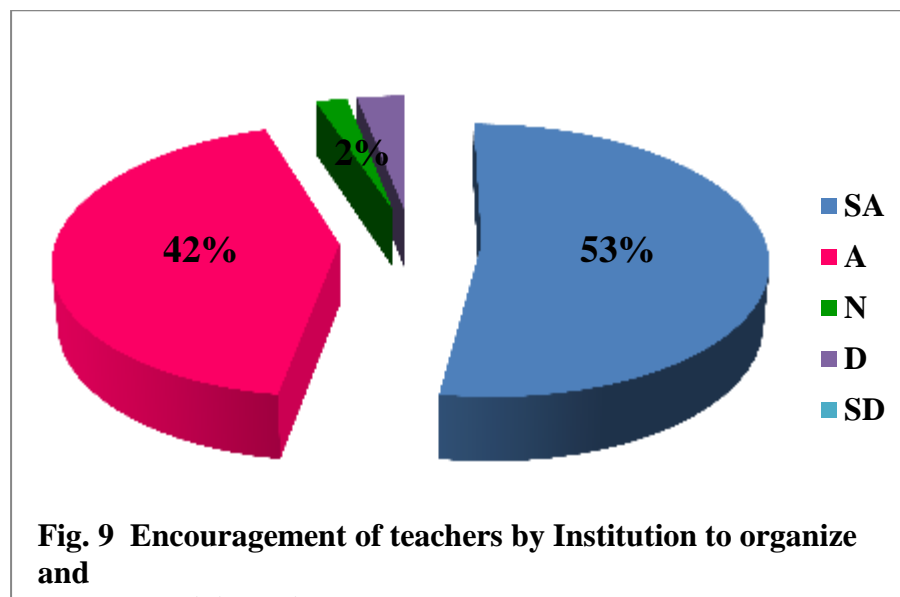**Fig. 7 Optimum use of library by faculty and students**

8. The teaching aids and ICT tools in the department are sufficient and up to date.

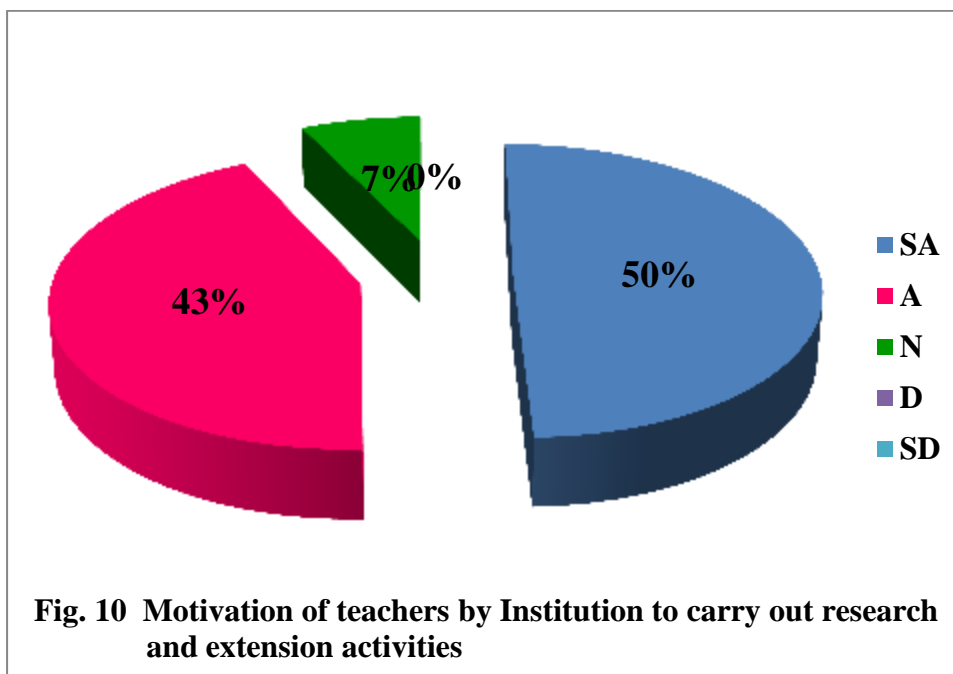| SA	A	N	D	SD
22	50	12	13	0

Fig. 8 Adequecy of teaching aids and ICT tools in the departments

9. The teachers are encouraged to organize and participate in seminars/workshops/ symposia/ conferences.

SA	A	N	D	SD
51	41	2	3	0

Fig. 9 Encouragement of teachers by Institution to organize and
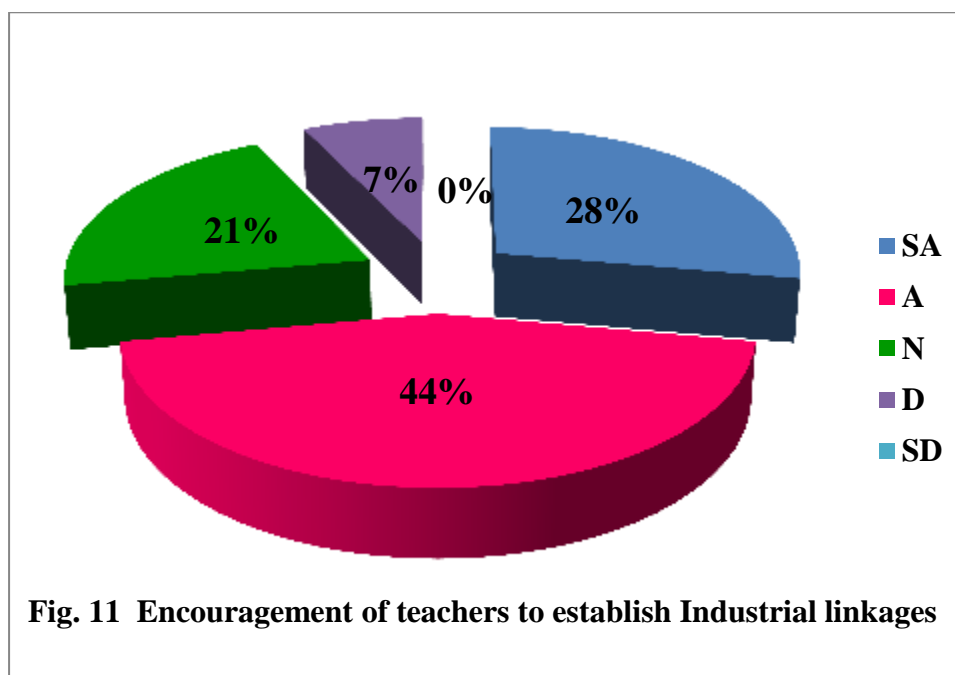participate in Faculty Development Programmes

10. The teachers are encouraged to carry out research and to undertake extension service programmes.

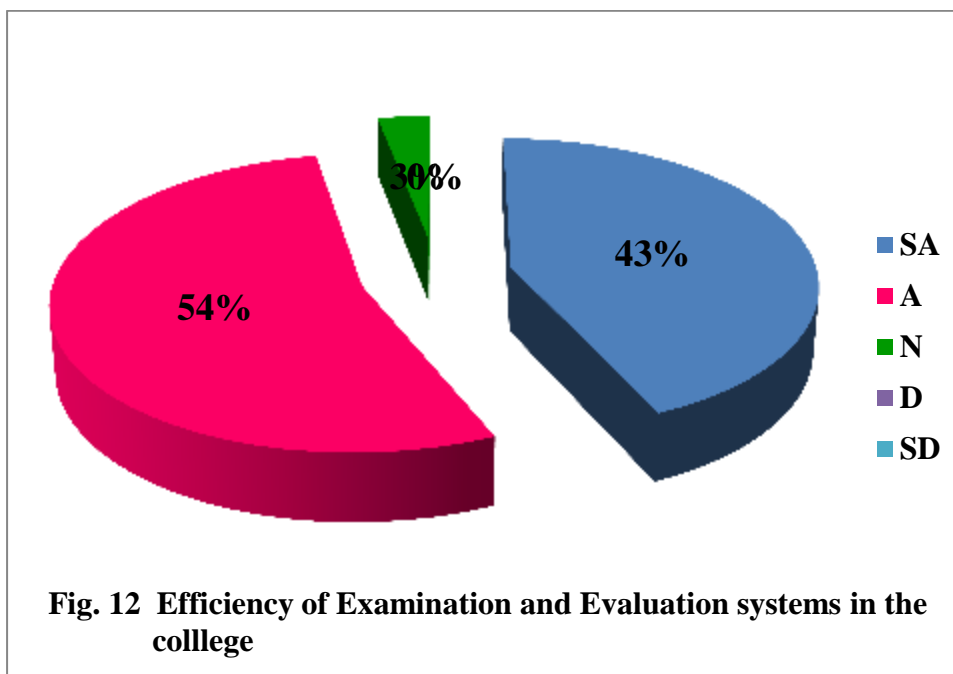| SA	A	N	D	SD
48	42	7	0	0

Fig. 10 Motivation of teachers by Institution to carry out research and extension activities

11. The teachers are encouraged to establish linkages with Industries.

SA	A	N	D	SD
27	43	20	7	0

Fig. 11 Encouragement of teachers to establish Industrial linkages

12. The examination system and evaluation system followed by the Institution is effective.

SA	A	N	D	SD
42	52	3	0	0

Fig. 12 Efficiency of Examination and Evaluation systems in the colllege
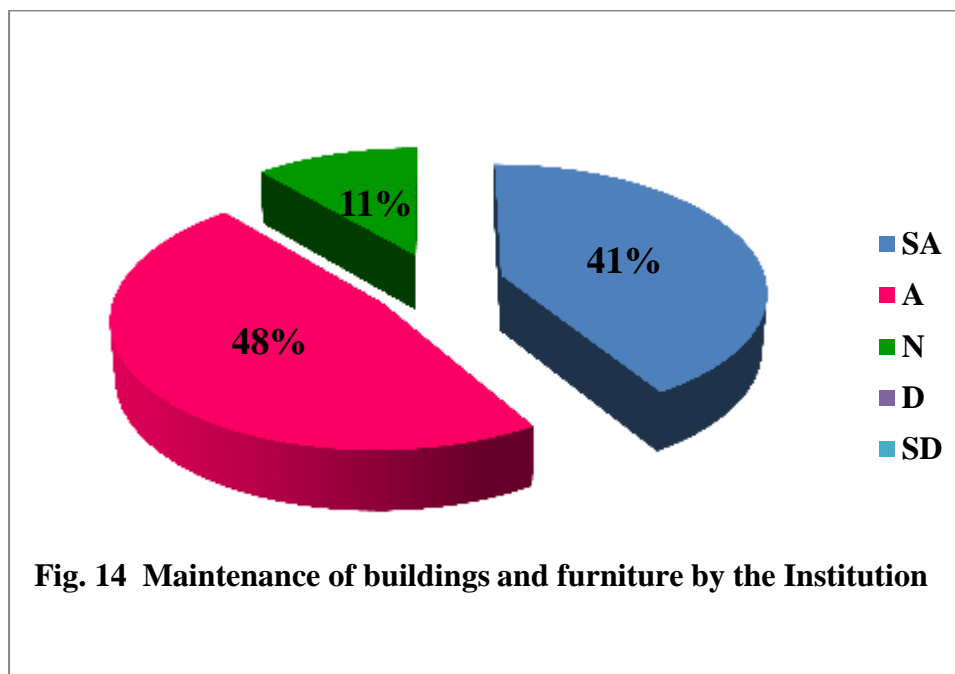
INFRASTRUCTURE

13. The class rooms, furniture and toilets available for faculty and students are adequate.

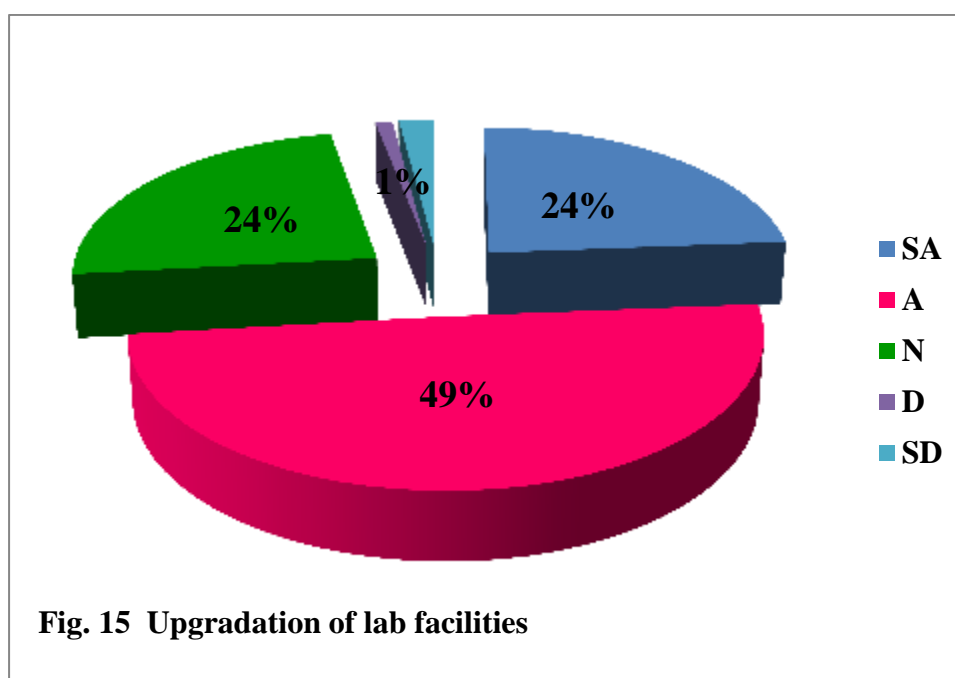| SA	A	N	D	SD
29	39	22	7	0

Fig. 13 Adequecy of classrooms, furniture and toilets for faculty and students
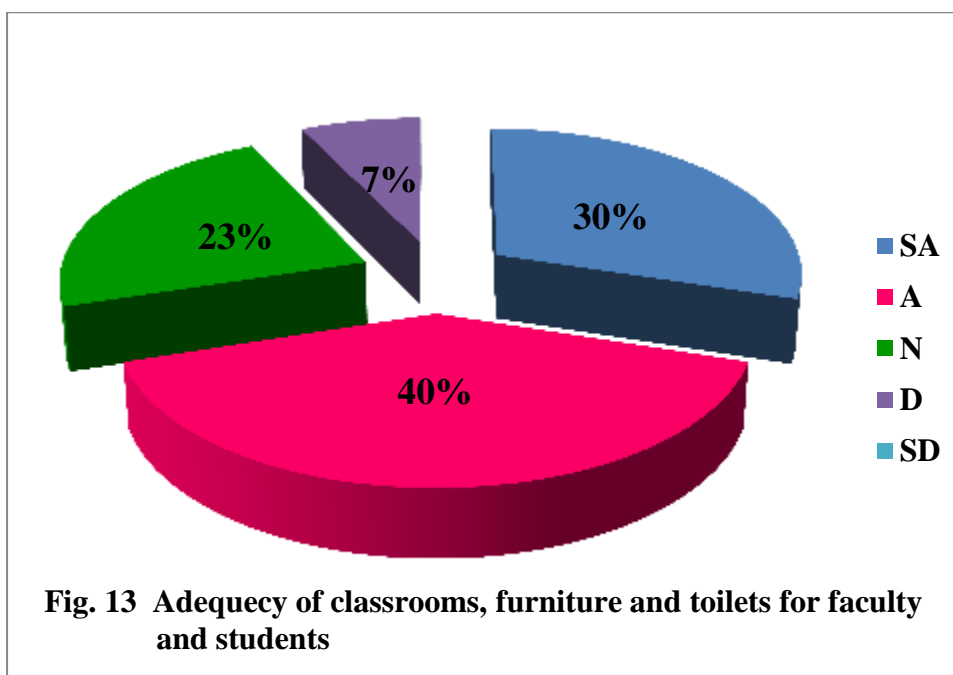
14. The buildings and furniture are well maintained.

SA	A	N	D	SD
40	46	11	0	0

Fig. 14 Maintenance of buildings and furniture by the Institution
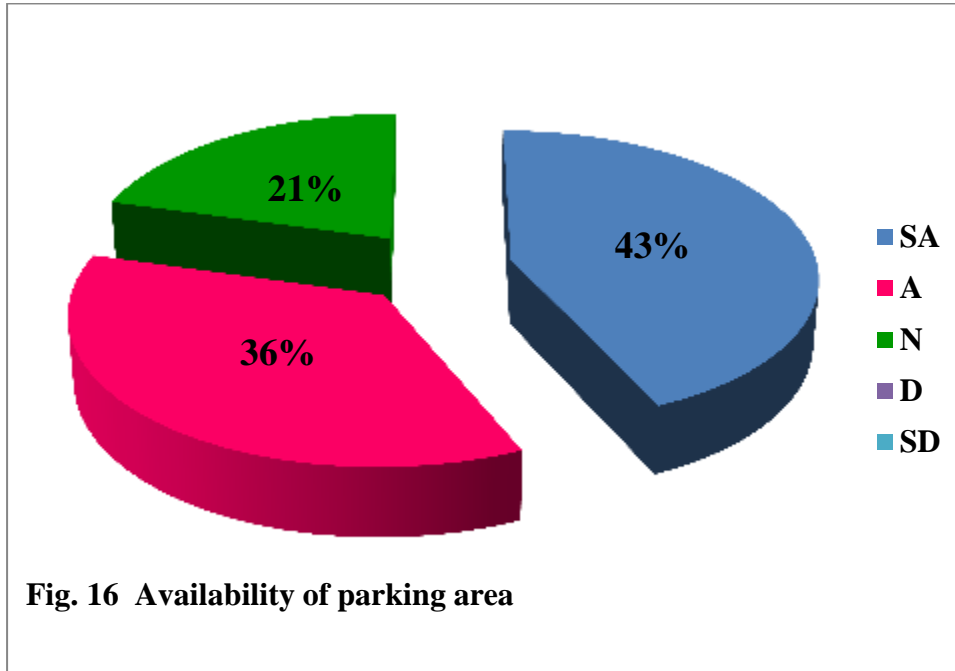
15. The labs are adequately equipped and upgraded (wherever applicable).

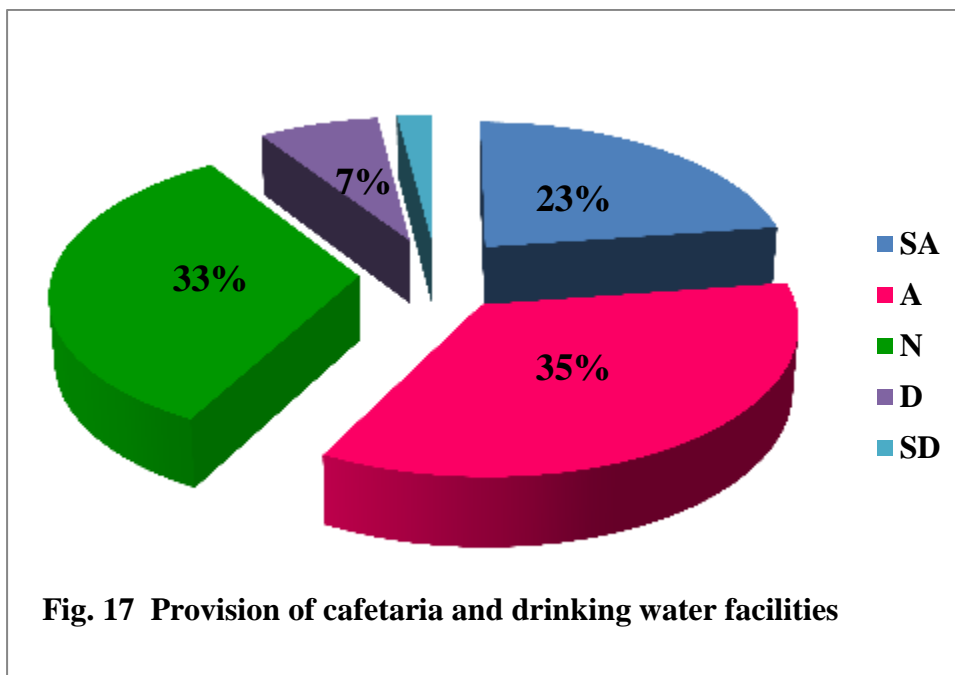| SA	A	N	D	SD
23	48	23	1	2

Fig. 15 Upgradation of lab facilities

16. Parking facilities are available adequately.

SA	A	N	D	SD
42	35	20	0	0

Fig. 16 Availability of parking area
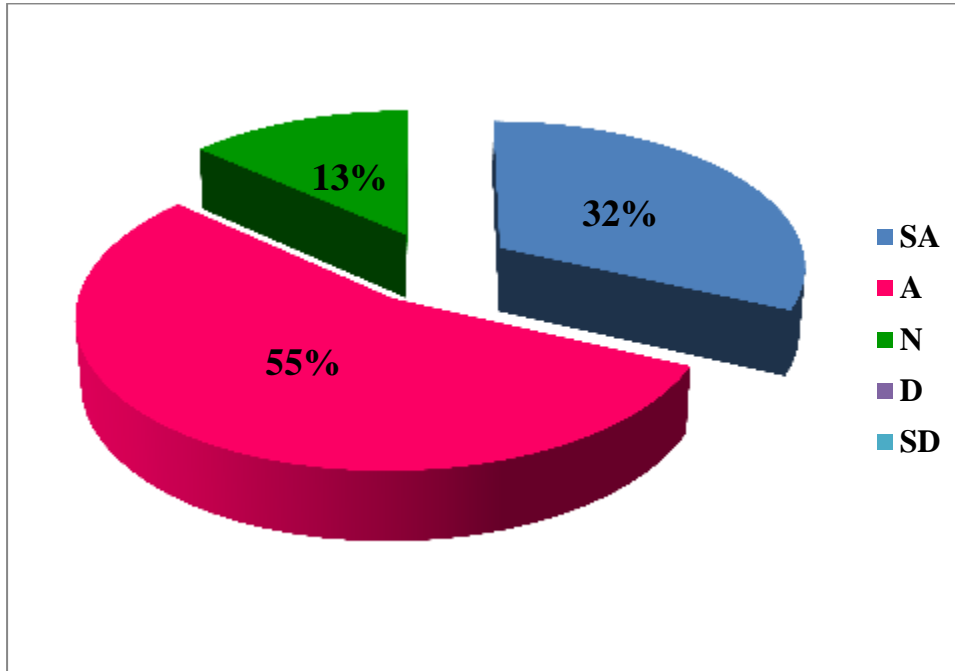
17. Cafeteria and drinking water facilities are adequately provided.

SA	A	N	D	SD
22	34	32	7	2

Fig. 17 Provision of cafetaria and drinking water facilities
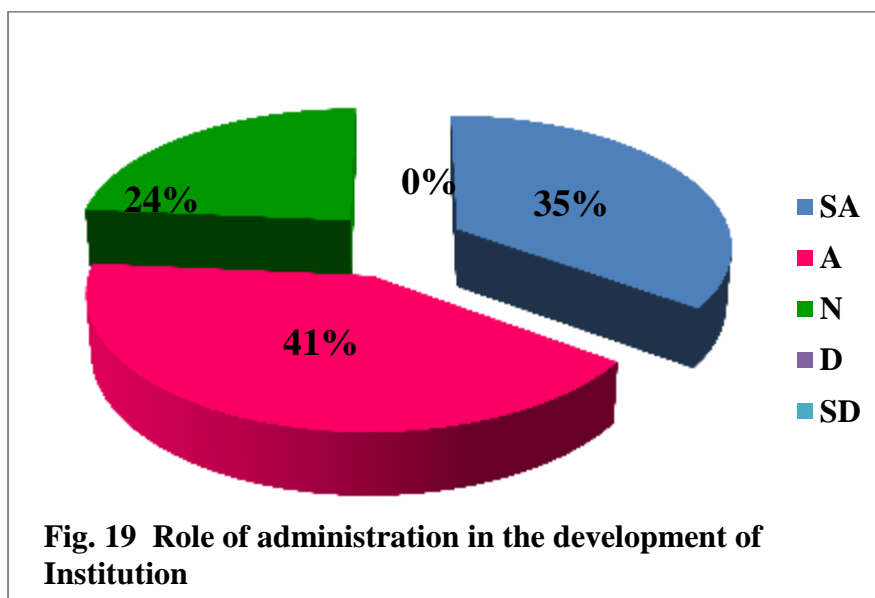
18. Sports infrastructure is adequate.

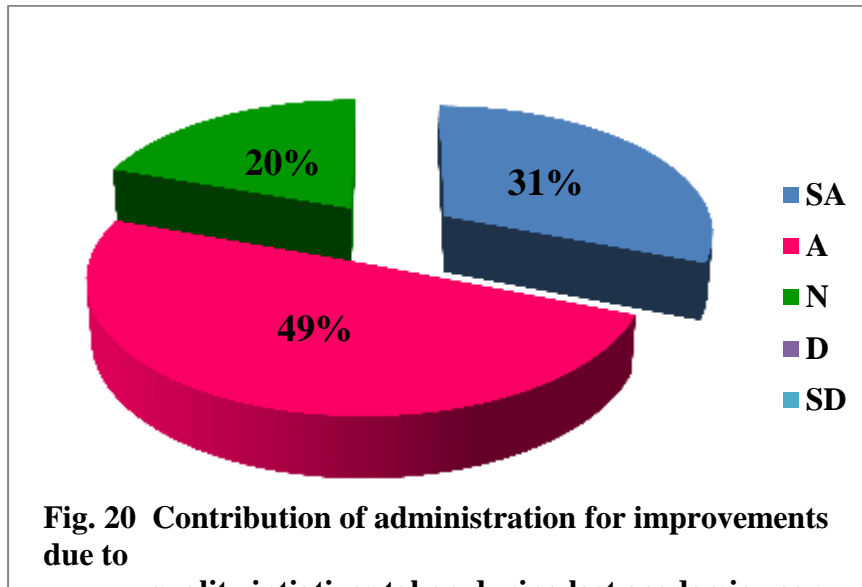| SA	A	N	D	SD
31	53	13	0	0

GOVERNANCE

19. The administration is sincerely putting efforts for the development of the institution and is easily accessible.

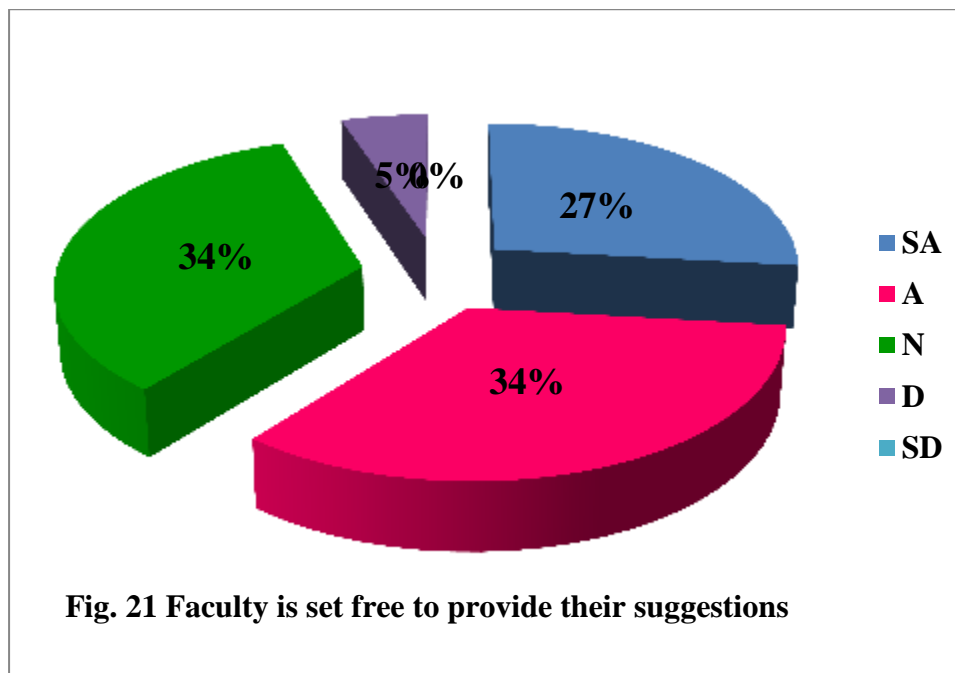| SA	A	N	D	SD
37	44	25	0	0

Fig. 19 Role of administration in the development of Institution

20. The quality initiatives taken up during the last academic year are contributing for improvement.

SA	A	N	D	SD
30	48	19	0	0

Fig. 20 Contribution of administration for improvements due to
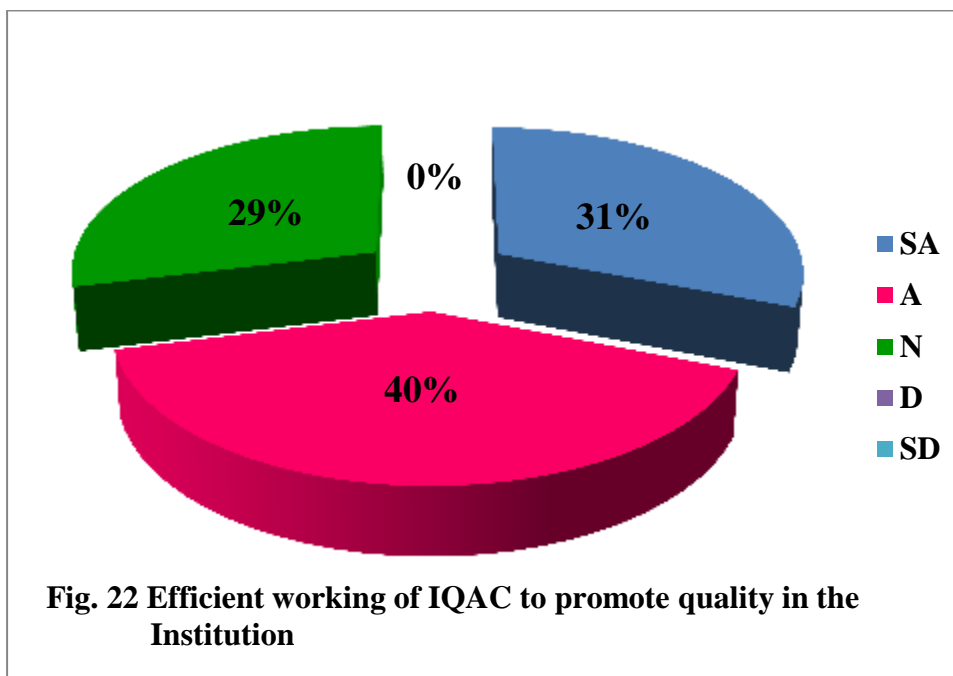   **quality intiatives taken during last academic year**

21. The faculty has the freedom to express their opinions.

SA	A	N	D	SD
26	33	33	5	0

**Fig. 21 Faculty is set free to provide their suggestions**

22. The IQAC is working well for promoting quality in the institution.

SA	A	N	D	SD
30	39	28	0	0

Fig. 22 Efficient working of IQAC to promote quality in the Institution

23. The Institution is providing adequate opportunities and support to the faculty and their family members.

SA	A	N	D	SD
17	41	32	7	0

Fig. 23 Opportunities and support provided by Institution to faculty and their family members
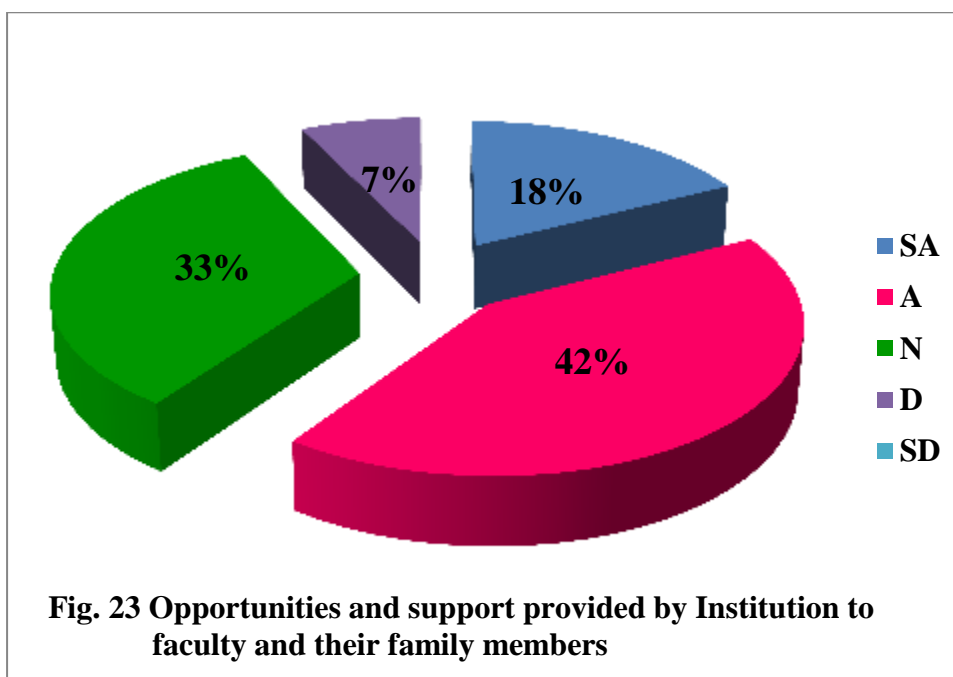
Feedback outcomes

- 64% of the faculty members are agreed that the course content offered by university and implemented in the college is according to the need of the students. The course content also match with the need of time. 30% of the faculty is neutral on this point while 6% seek changes in the content.

- As teachers play a pivotal role in implementing the curriculum, the inputs received through the feedback are sent to the concerned Board of studies for consideration. 83% of the faculty is happy with design and curriculum implementation in the university. 11% of the faculty is neutral where no one has shown (0%) dissatisfaction in the implementation.

- The analysis of the teachers' feedback reflects the adequacy and availability of teaching-learning facilities. A big ratio of faculty (70%) is happy with facilities provided in the institution for teaching, learning, evaluation and research whereas 7% faculty members demanded a little improvement in the infrastructure.

- 73% of the faculty members are satisfied with number of labs and equipments while 24% are neutral. Only 1% has advised to include more facilities in the labs.

- As 75% teachers are happy with the ICT facilities in the campus while 13% have asked to add new ICT facilities in the campus.

- Majority of faculty (76%) is satisfied with the governance in the college.

Suggestion based on feedback analysis

- It has been demanded by some of the faculty members that the university should include few online courses in the curriculum to meet the need of this pandemic time. Also teachers should be provided infrastructure to record the lectures.

- ICT is playing key role in education of today's era. So the faculty has expressed the need for improvement in ICT infrastructure and also for training in the use of the facilities.

- Various suggestions related to the introduction of different national training programmes are noted for further necessary action.

Support Staff

# Feedback

Analysis

Support Staff Feedback Analysis

In an HEI, support staff plays the role of the foundation on which the superstructures of administration and teaching-learning stand. Therefore, the feedback from support staff plays a vital role in enhancing the performance of the institution. Given below is the feedback from 38 members from the support staff of the college:

Type of Feedback	Number of responses
Supporting staff	38

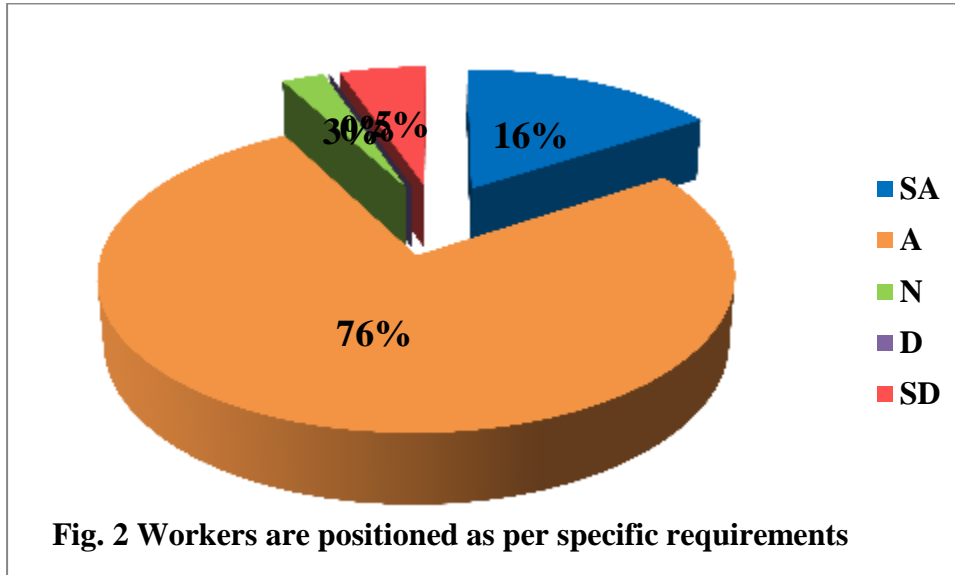| Areas Assessed: |
|---|
| 14. Promotion and work allotment |
| 15. Understanding of roles and responsibilities |
| 16. Administration support |
| 17. Infrastructural facilities |

Supporting staff feedback graphs

1. The work allotment is fair.

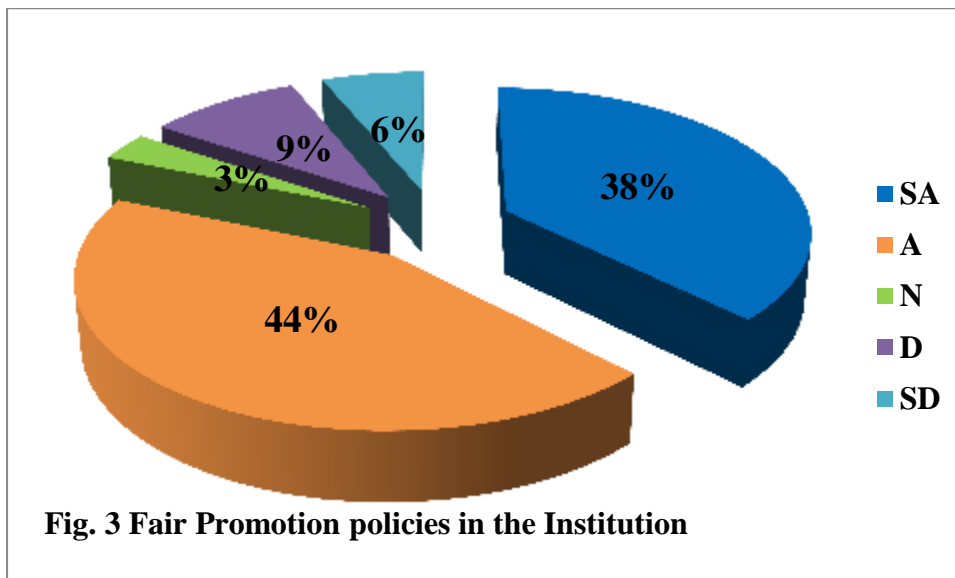| SA	A	N	D	SD
11	23	0	2	2

Fig. 1 Fair Work allotment
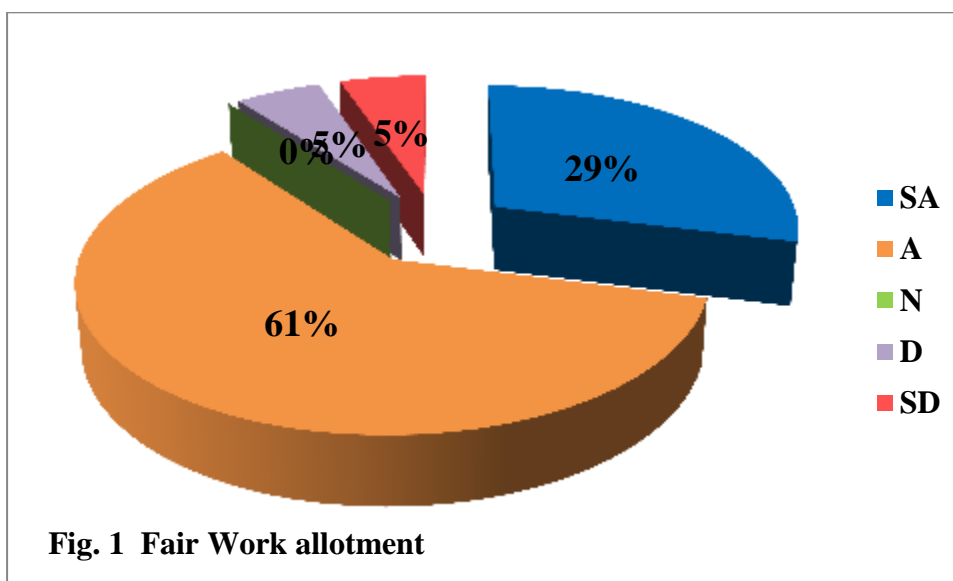
2. The placement of the employees is according to their abilities.

SA	A	N	D	SD
6	29	1	0	2

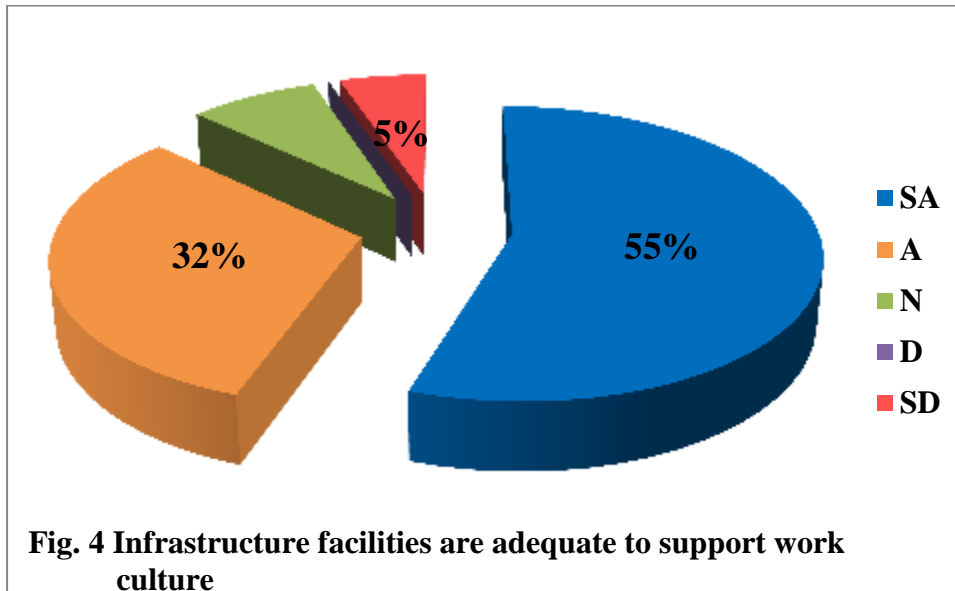**Fig. 2 Workers are positioned as per specific requirements**

3. The promotion policies of the college are encouraging.

SA	A	N	D	SD
12	14	1	3	2

**Fig. 3 Fair Promotion policies in the Institution**

4. The infrastructure facilities are satisfactory.

SA	A	N	D	SD
21	12	3	0	2

Fig. 4 Infrastructure facilities are adequate to support work culture
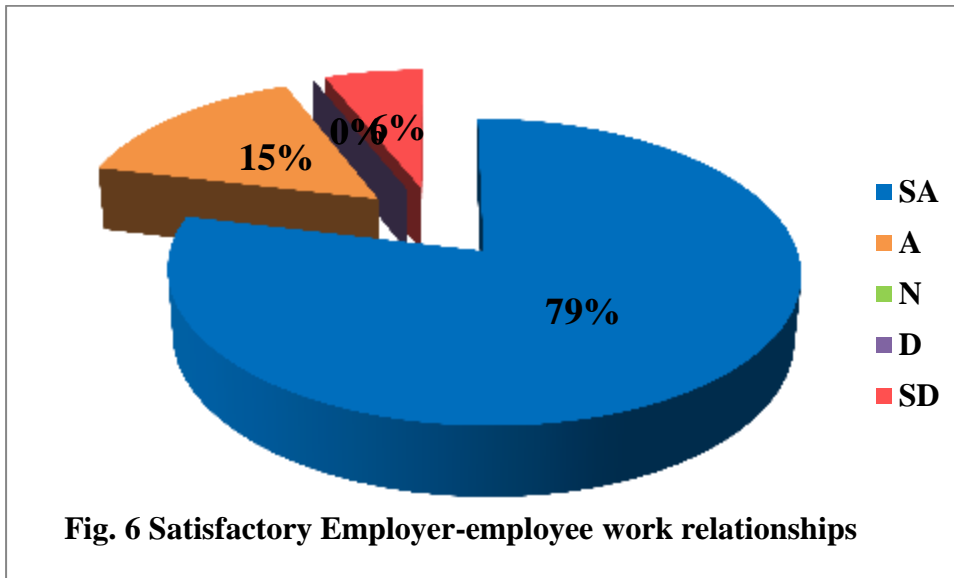
5. The employees are having clear understanding of their roles and responsibilities.

SA	A	N	D	SD
16	15	2	3	2

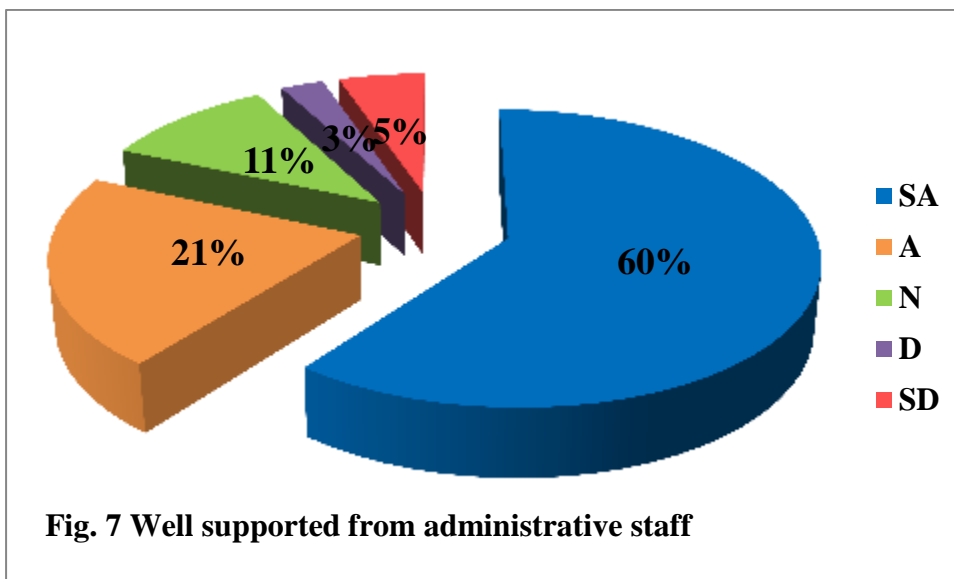**Fig. 5 Employess have clear understanding of roles and responsibilities**
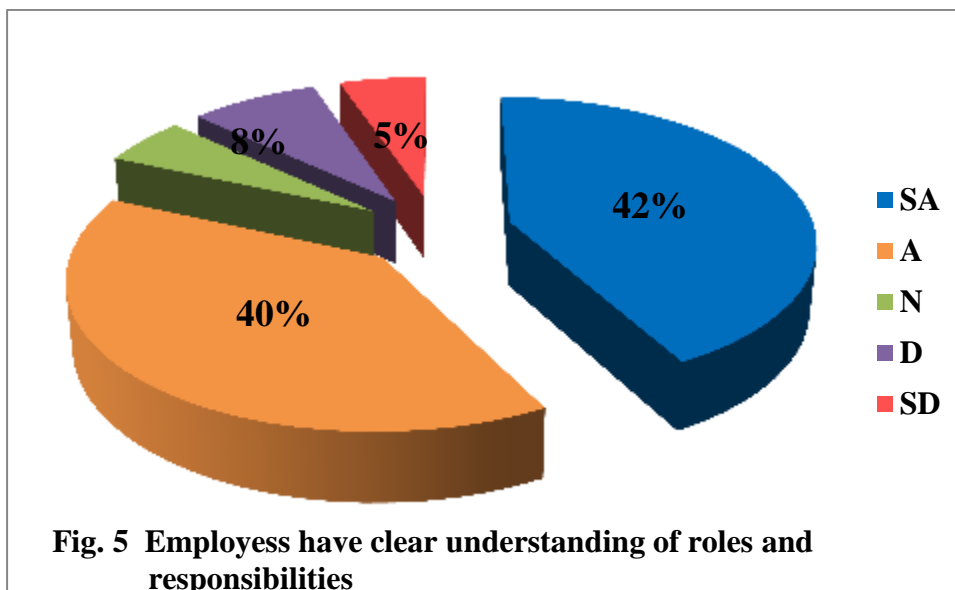
6. The employer-employee relationships are fine.

SA	A	N	D	SD
26	5	0	0	2

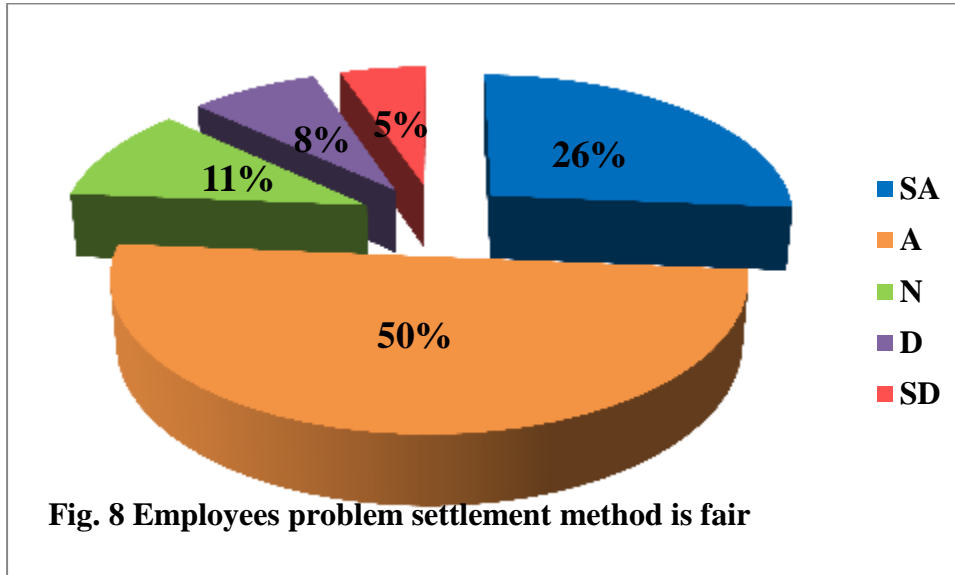**Fig. 6 Satisfactory Employer-employee work relationships**

7. Administration is cooperative.

SA	A	N	D	SD
23	8	4	1	2

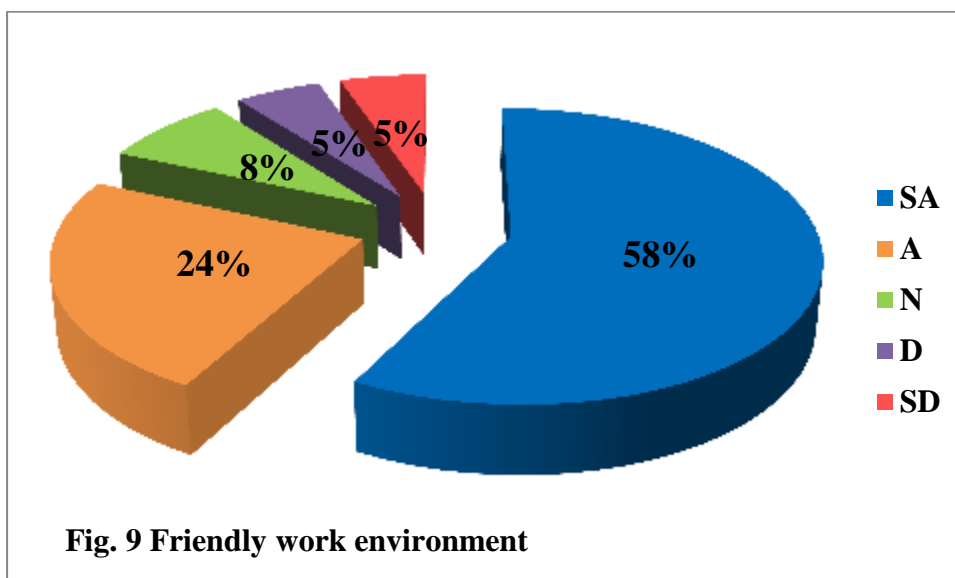

Fig. 7 Well supported from administrative staff

8. The problems of employees are settled fairly.

SA	A	N	D	SD
10	19	4	3	2

Fig. 8 Employees problem settlement method is fair

9. Working environment is friendly.

SA	A	N	D	SD
22	9	3	2	2

Fig. 9 Friendly work environment

Feedback outcomes

1. Majority of the support staff members are happy with work allotment, only a few (5%) have demanded to look into the policy of promoting staff members and their work allotment.

2. 92% of the support staff members agreed that placement of employees is according to their abilities. However, 5% have suggested to adopt new policies for placements.

3. No one can work efficiently without understanding one's role and responsibility and a large number of employs (82%) have expressed that they understand their job roles and responsibilities clearly. Only the new entrants (5%) have expressed their confusion about their nature of work.

4. 81% of the staff agreed that administration is very supportive in every way. However, 8% have suggested improving the process of problem discussion and solution.

5. Majority of support staff (87%) is satisfied with infrastructural facilities. Only 5% have expressed that there is need in improvement of infrastructural facilities.

Suggestions

1. 15% of the support staff has demanded improvement in promotion policy to increase the satisfaction level of supporting staff.

2. The process of problem discussion and solving may be made more easy and speedy.

Comparative Analysis

Support staff feedback comparison

Sr. no.	Questions	2019-20		2020-21	
		Agree	**Disagree**	**Agree**	**Disagree**
1.	The work allotment is fair.	75%	16%	90%	10%
2.	The placement of the employees is according to their abilities.	83%	11%	92%	6%
3.	The promotion policies of the college are encouraging	67%	25%	82%	15%
4.	The infrastructure facilities are satisfactory	97%	3%	87%	6%
5.	The employees are having clear understanding of their roles and responsibilities.	94%	6%	82%	13%
6.	The employer-employee relationships are fine.	86%	11%	94%	6%
7.	Administration is cooperative	83%	14%	81%	8%
8.	The problems of employees are settled fairly	78%	17%	76%	13%
9.	Work environment is friendly.	77%	17%	82%	10%

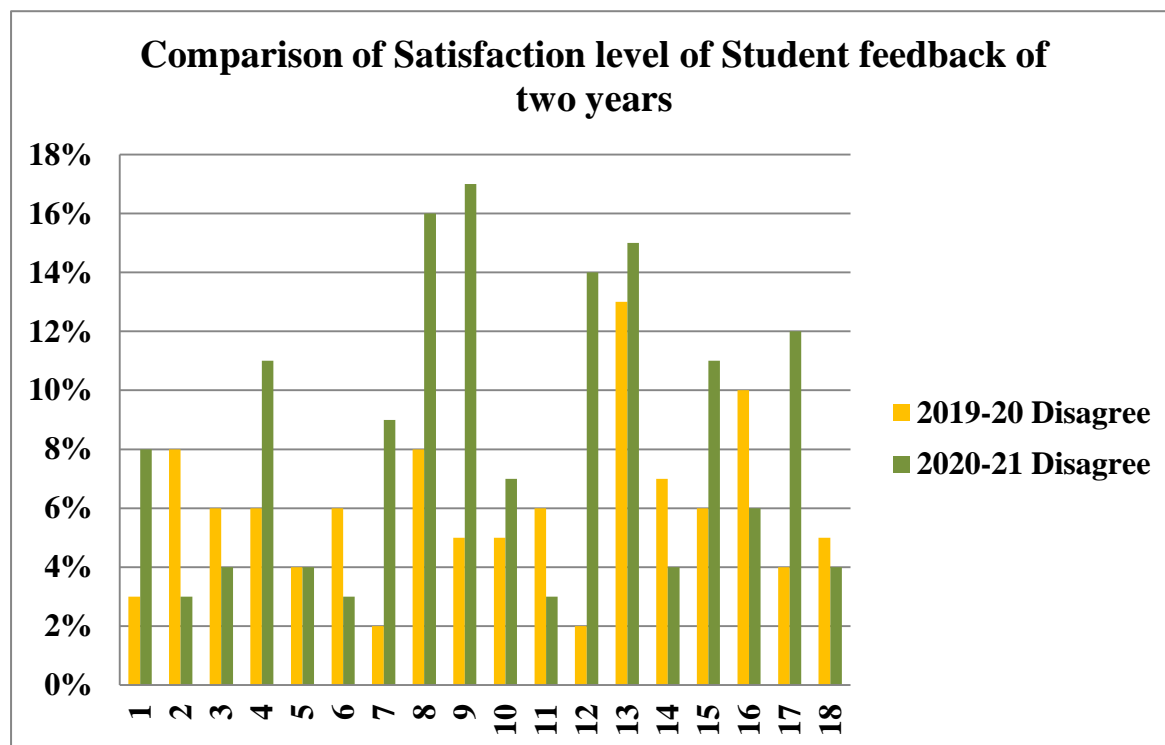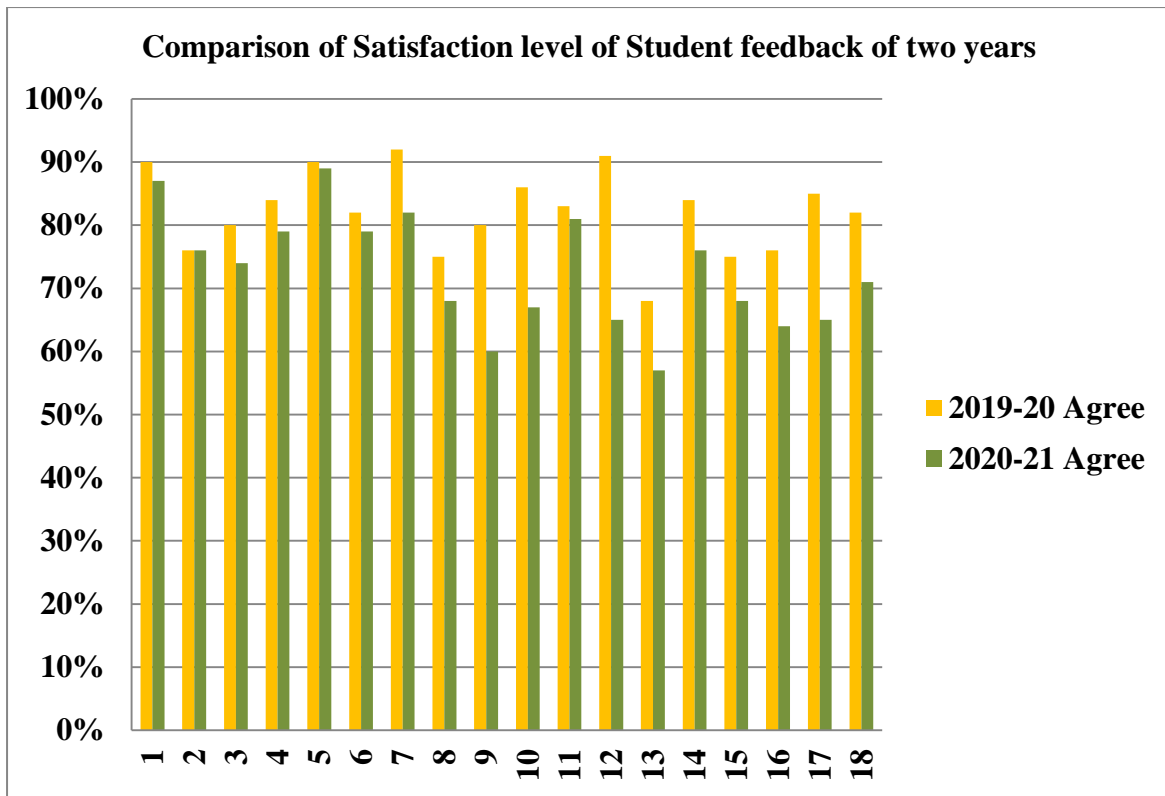## Comparison of Satisfaction level of Support Staff feedback of two years
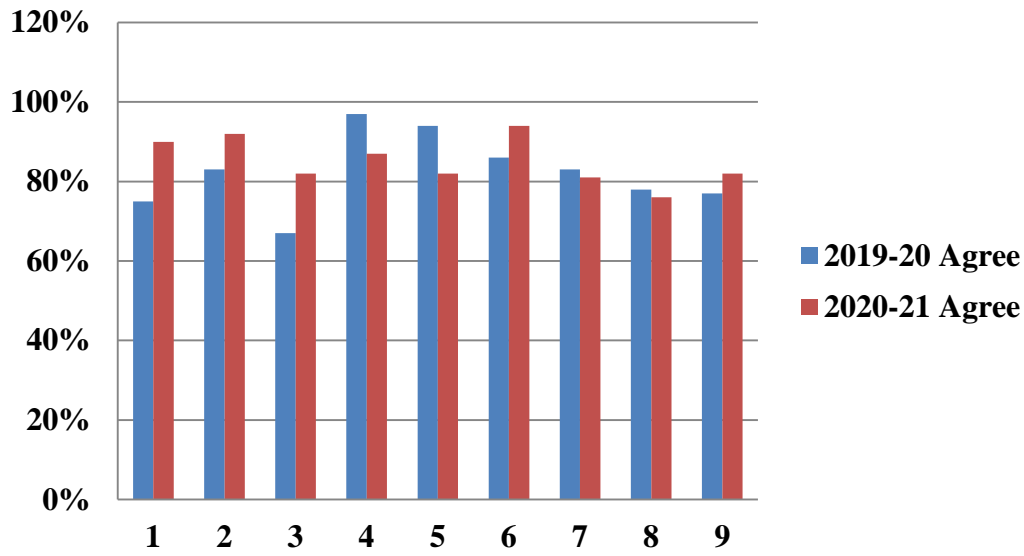
Comparison of Satisfaction level of Support Staff feedback of two years
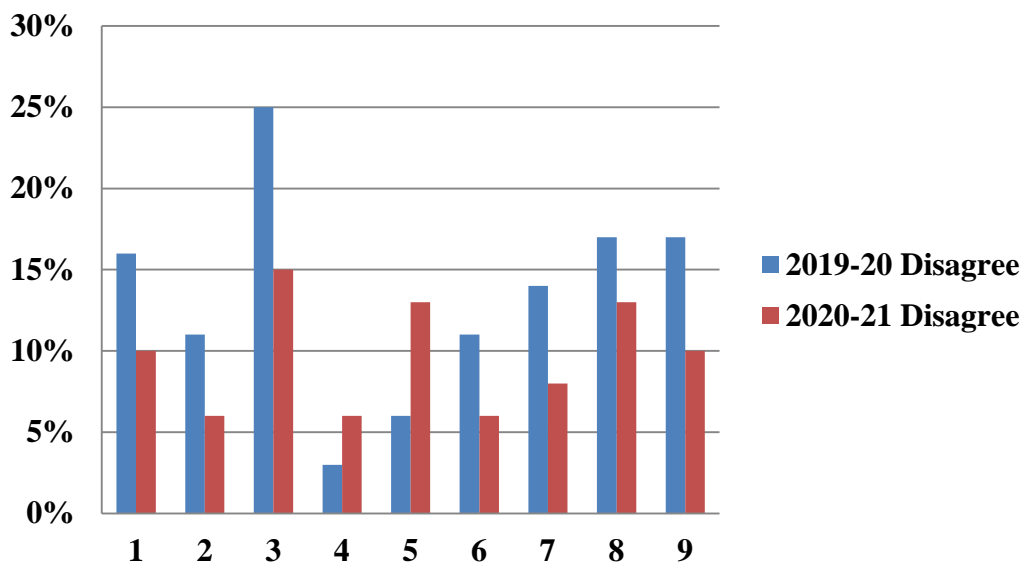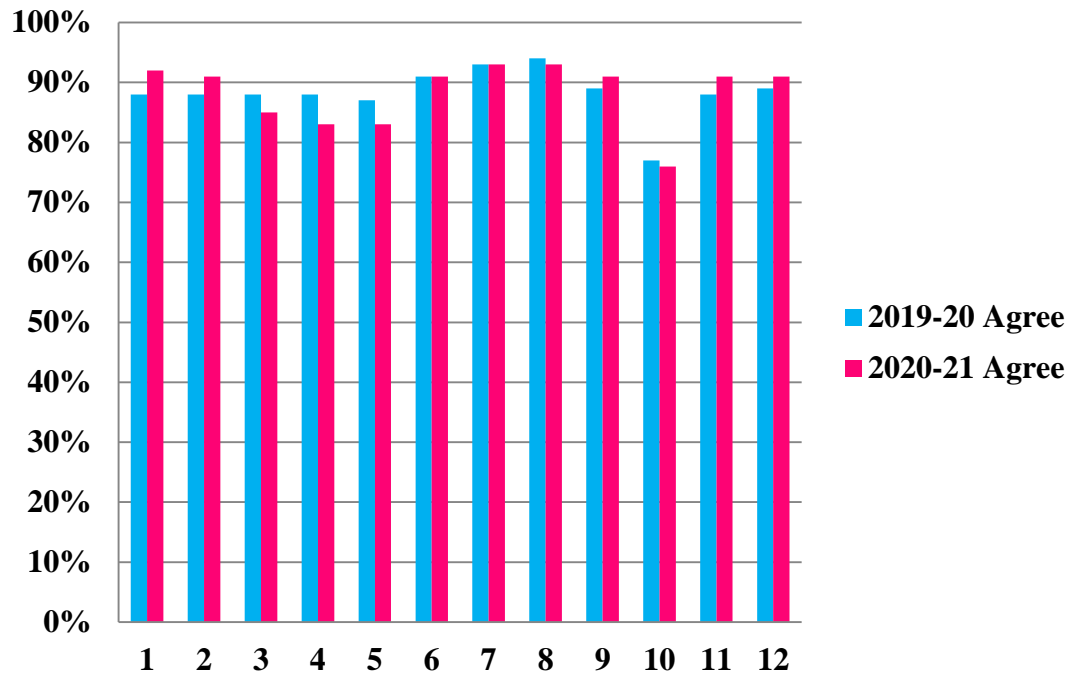
Student feedback Comparison

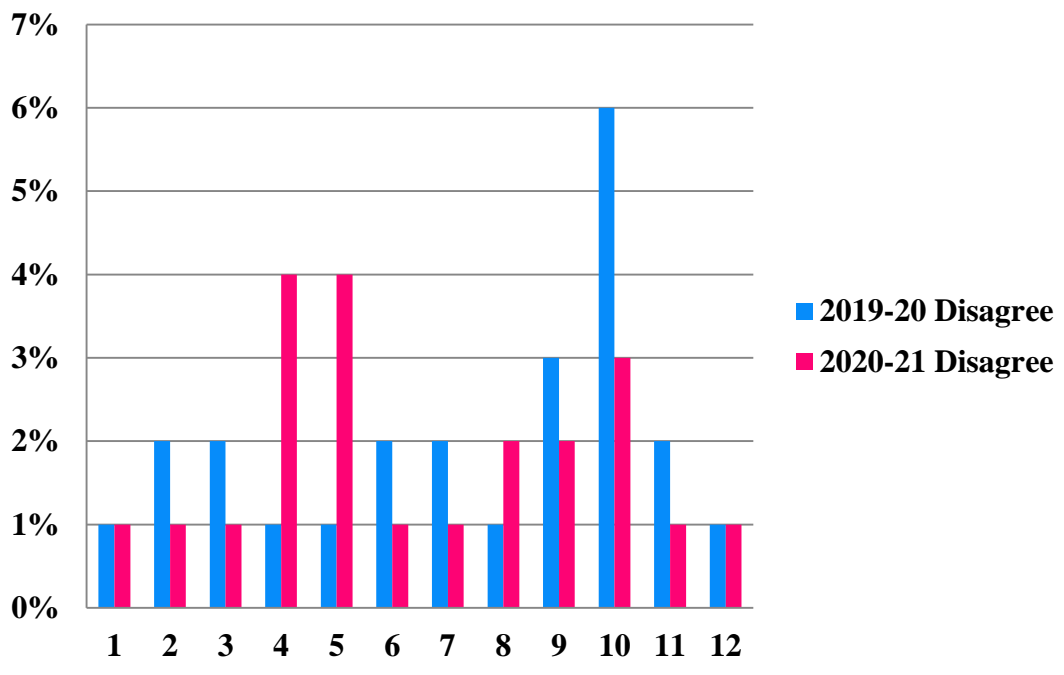| Sr. no.	Questions	2019-20		2020-21	
		Agree	Disagree	Agree	Disagree
1.	Availability of courses	90%	3%	87%	8%
2.	Overall process of enrolment of students in classes including advising, registration and fee payment	76%	8%	76%	3%
3.	Student Support System such as financial assistance, Annual awards, freeships and scholarships	80%	6%	74%	4%
4.	Safety measures of Institution for students	84%	6%	79%	11%
5.	Cleanliness in the Campus	90%	4%	89%	4%
6.	Infrastructure including Classrooms and laboratories	82%	6%	79%	3%
7.	Library Facilities	92%	2%	82%	9%
8.	Computer and Internet Facilities	75%	8%	68%	16%
9.	Hostel facilities such as common room, diet, cleanliness and medical facility	80%	5%	60%	17%
10.	Sports facilities	86%	5%	67%	7%
11.	Transportation & Parking facilities	83%	6%	81%	3%
12.	Canteen Facility	91%	2%	65%	14%
13.	Medical Help (If needed)	68%	13%	57%	15%
14.	Evaluation system such as class test ,term test, internal assessment is fair and unbiased	84%	7%	76%	4%
15.	Access to administrative authorities	75%	6%	68%	11%
16.	Grievance Redressal	76%	10%	64%	6%
17.	Career counseling and placement	85%	4%	65%	12%
18.	Syllabus design & curriculum of the program you are pursuing	82%	5%	71%	4%

Comparison of Satisfaction level of Student feedback of two years

Legend: 2019-20 Agree, 2020-21 Agree

Comparison of Satisfaction level of Student feedback of two years

Legend: 2019-20 Disagree, 2020-21 Disagree

Parent feedback comparison

Sr. no.	Questions	2019-20		2020-21	
		Agree	Disagree	Agree	Disagree
1.	Are you satisfied with infrastructure of the college and learning resources provided to your child?	88%	1%	92%	1%
2.	Do you think that the college environment is helpful for the overall development of your child?	88%	2%	91%	1%
3.	Do you think that hostel, library and sports facilities provided in the college are adequate?	88%	2%	85%	1%
4.	Do you think that there is transparency in the evaluation system at the college level?	88%	1%	83%	4%
5.	Are you satisfied with the procedure adopted by the college for the communication of your child's performance?	87%	1%	83%	4%
6.	Are the security and safety measures in the college adequate?	91%	2%	91%	1%
7.	Do you think that the best academic skill and quality teaching provided in the college?	93%	2%	93%	1%
8.	Is your child improving his/her knowledge base through interaction with the faculty of the college?	94%	1%	93%	2%
9.	Are the festivals, events and extracurricular activities arranged by college adequate ?	89%	3%	91%	2%
10.	The training & placement opportunities, internship provided by the college is sufficient.	77%	6%	76%	3%
11.	Do the quality and relevance of courses included into the curriculum help in improving learning?	88%	2%	91%	1%
12.	Are you satisfied with the Syllabus and curriculum design of your child's course?	89%	1%	91%	1%

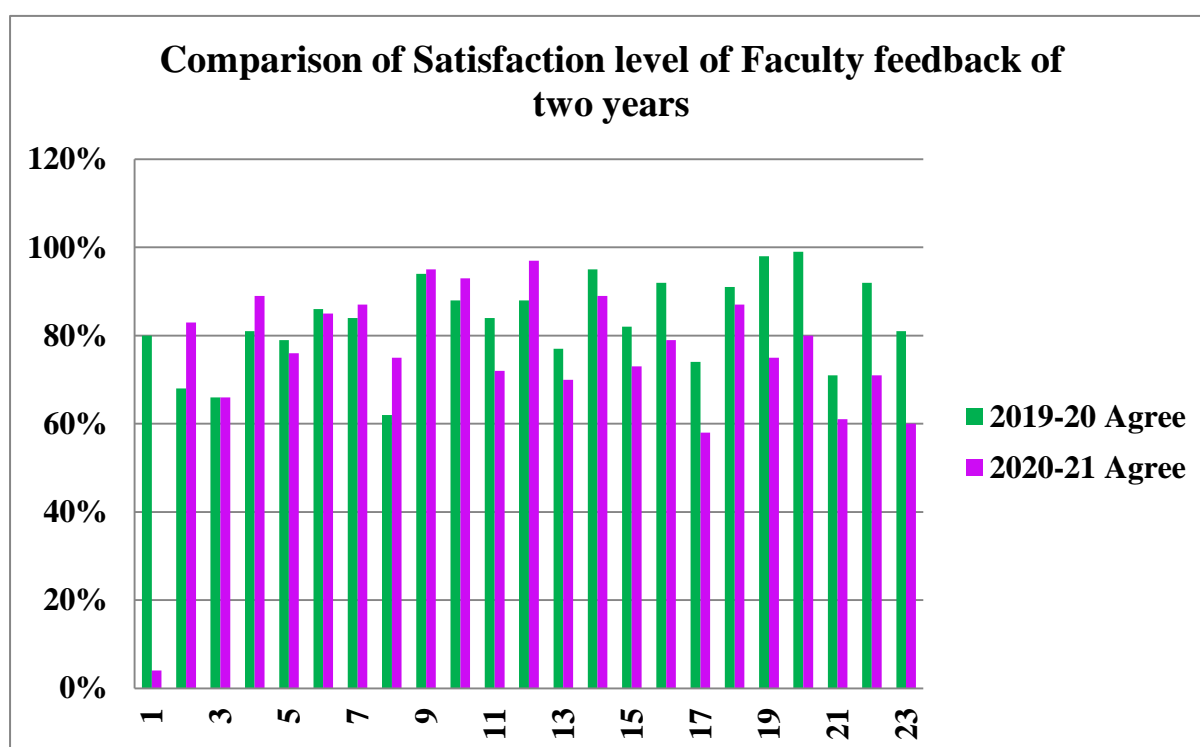## Comparison of Satisfaction level of parent feedback of two years

Legend:
- 2019-20 Agree
- 2020-21 Agree

Comparison of Satisfaction level of parent feedback of two years
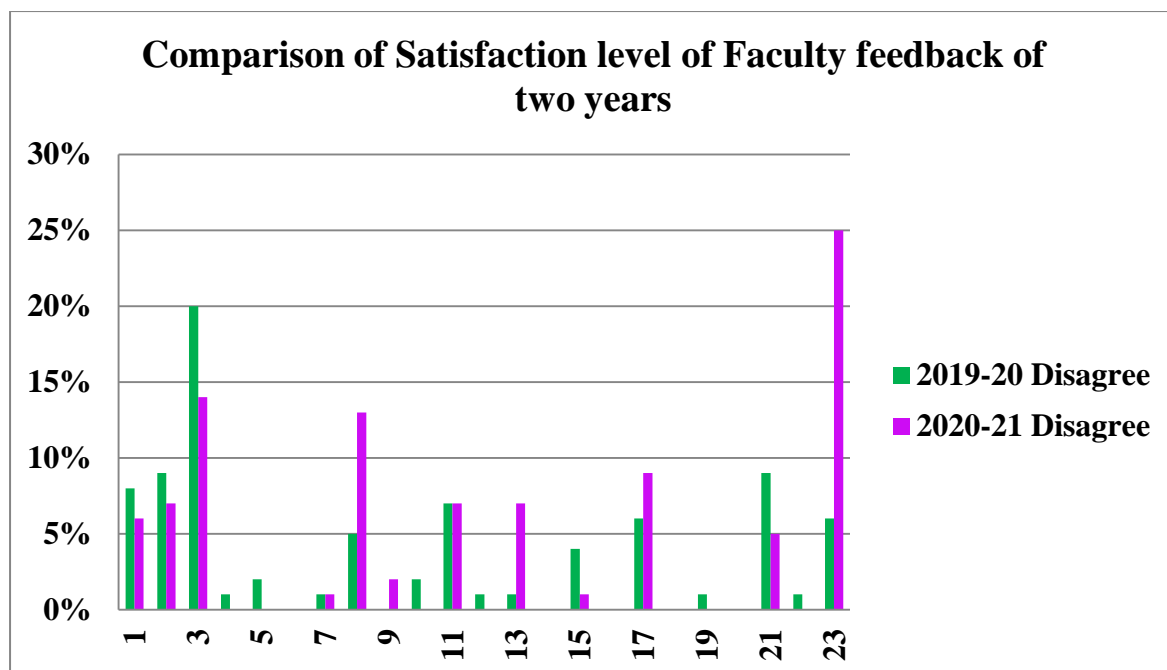

Legend:
- 2019-20 Disagree
- 2020-21 Disagree

Faculty feedback comparison

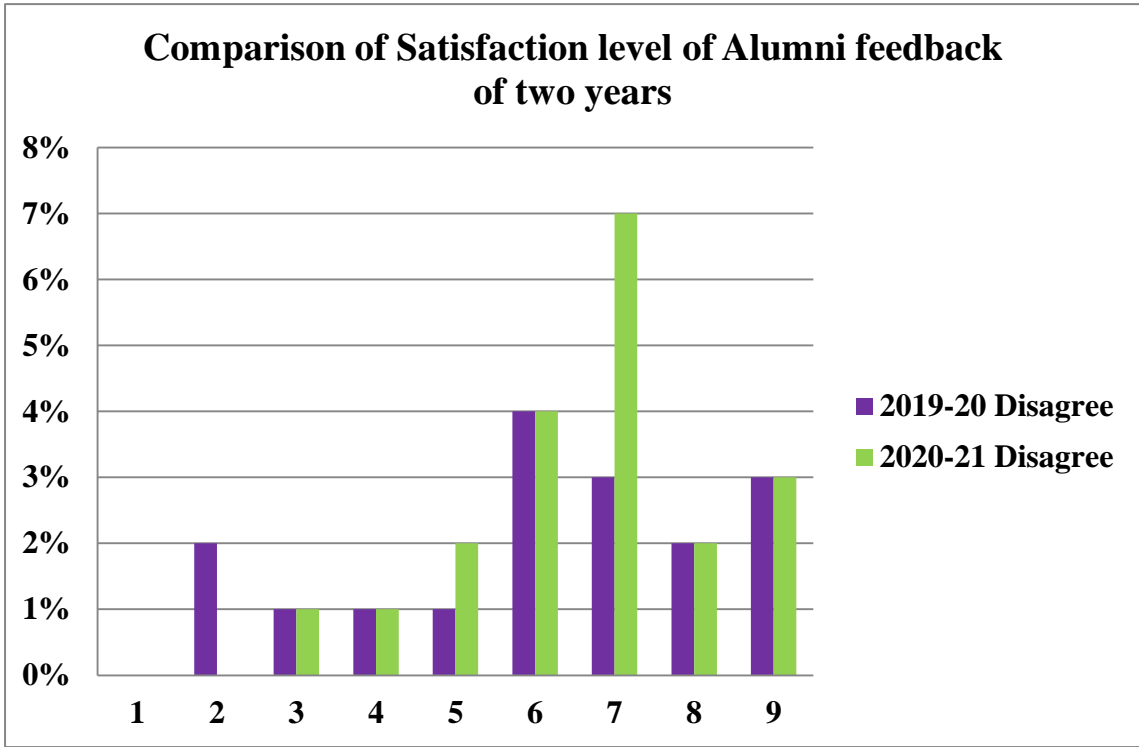| Sr. no.	Questions	2019-20		2020-21	
		Agree	Disagree	Agree	Disagree
1.	Board of studies is taking care to ensure the current relevance of the programme being offered.	80%	8%	4%	6%
2.	The system followed by the University for the design and development of curriculum is effective	68%	9%	83%	7%
3.	The curriculum has been updated from time to time.	66%	20%	66%	14%
4.	The admission process adopted by the college is effective to attract meritorious students.	81%	1%	89%	0%
5.	Student centered learning resources are available in the Institution.	79%	2%	76%	0%
6.	The faculty is updating their knowledge and skills	86%	0%	85%	0%
7.	The library is utilized optimally by the faculty and students.	84%	1%	87%	1%
8.	The teaching aids and ICT tools in the department are sufficient and up to date.	62%	5%	75%	13%
9.	The teachers are encouraged to organize and participate in seminars/workshops/ symposia/ conferences.	94%	0%	95%	2%
10.	The teachers are encouraged to carry out research and to undertake extension service programmes.	88%	2%	93%	0%
11.	The teachers are encouraged to establish linkages with Industries.	84%	7%	72%	7%
12.	The examination system and evaluation system followed by the Institution is effective.	88%	1%	97%	0%
13.	The class rooms, furniture and toilets available for faculty and students are adequate.	77%	1%	70%	7%
14.	The buildings and furniture are well maintained.	95%	0%	89%	0%
15.	The labs are adequately equipped and upgraded (wherever applicable).	82%	4%	73%	1%
16.	Parking facilities are available adequately.	92%	0%	79%	0%
17.	Cafetaria and drinking water facilities are adequately provided.	74%	6%	58%	9%

18.	Sports infrastructure is adequate.	91%	0%	87%	0%
19.	The administration is sincerely putting efforts for the development of the institution and is easily accessible.	98%	1%	75%	0%
20.	The quality initiatives taken up during the last academic year are contributing for improvement.	99%	0%	80%	0%
21.	The faculty has the freedom to express their opinions.	71%	9%	61%	5%
22.	The IQAC is working well for promoting quality in the institution.	92%	1%	71%	0%
23.	The Institution is providing adequate opportunities and support to the faculty and their family members.	81%	6%	60%	25%

Comparison of Satisfaction level of Faculty feedback of two years

Comparison of Satisfaction level of Faculty feedback of two years

Alumni feedback comparison

Sr. no.	Questions	2019-20		2020-21	
		Agree	**Disagree**	**Agree**	**Disagree**
1.	I feel proud to be a student of GNC.	90%	0%	92%	0%
2.	The learning I had in the college is useful in my career.	96%	2%	90%	0%
3.	The developments in the college in recent years are appreciable.	79%	1%	86%	1%
4.	The new courses introduced meet contemporary requirements.	84%	1%	84%	1%
5.	The infrastructure facilities are satisfactory.	90%	1%	81%	2%
6.	GNC is involving alumni in its activities.	74%	4%	83%	4%
7.	The alumni have a role to play in financially strengthening of the college.	84%	3%	81%	7%
8.	Regular updates are received from the college through calls/SMS/ face book.	92%	2%	84%	2%
9.	The Syllabus of the program you studied was satisfactory.	86%	3%	86%	3%

Comparison of Satisfaction level of Alumni feedback of two years

Legend: ■ 2019-20 Agree ■ 2020-21 Agree

Comparison of Satisfaction level of Alumni feedback of two years

Legend: ■ 2019-20 Disagree ■ 2020-21 Disagree
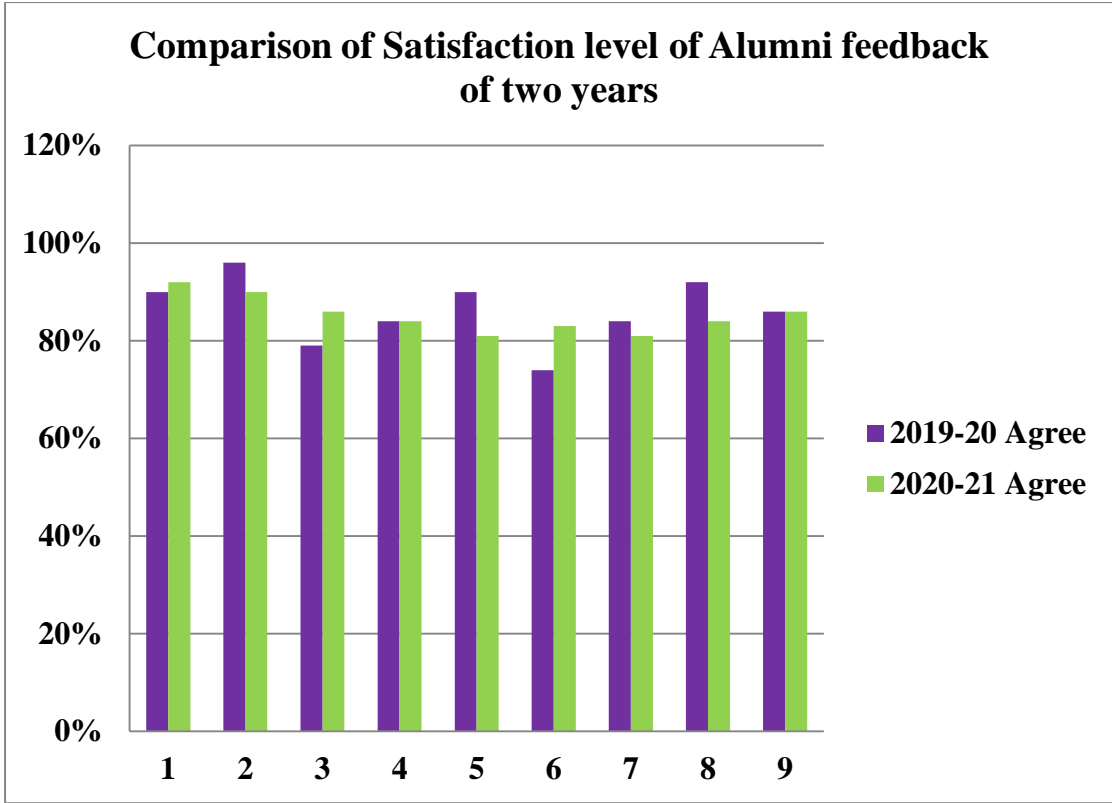
Recommendations by Committee

Regarding Student Feedback

- Students have demanded free and open Wi-Fi facility in the campus.

- Students have demanded to invite more companies to stronger the placements in the campus.

- Students have demanded to improve medical facilities in the campus.

- Due to COVID pandemic students have faced the problem in canteen service. So, there is a need to enhance the variety of food and improvement in the service also.

- Students have also demanded to increase the sports activities in the campus.

Regarding Parent Feedback

- Although most of the parents are happy with infrastructural facilities but few have suggested increasing the number of ICT facilities especially the internet facility to meet the today's technological requirements.

- Some of the parents have expected more placement drives in the college campus.

Regarding Alumni Feedback

- It is suggested by a few of the alumni to increase their participation in the activities of the college.

- Although alumni are happy with the course content, some have demanded to add more practical subjects in the curriculum to meet the need of industry.

Regarding Faculty Feedback

- It has been demanded by some of the faculty members that the university should include few online courses in the curriculum to meet the need of this pandemic time. Also teachers should be provided infrastructure to record the lectures.

- ➢ ICT is playing key role in education of today's era. So the faculty has expressed the need for improvement in ICT infrastructure and also for training in the use of the facilities.

Regarding Supporting Staff Feedback

- ➢ The policies of promotion and work allotment may be revised to increase the satisfaction level of the support staff.
- ➢ Support staff should be oriented regarding their jobs and responsibilities time to time.

Action taken based on the previous year's recommendations

In the session 2020-21, following actions were taken based on the feedbacks received from the different stakeholders. This helped to enhance the satisfaction level of students and other stakeholders:

- ✓ Due to Pandemic, many parents lost their jobs and went through financial crisis. That's why institutional management decided to abolish any type of fine related to student. Although faculty was continuously taking online classes. No class absentee fine was taken.
- ✓ On demand of students, training and placement cell increased their activities and placement drives to get more students recruited in different sectors. Online coaching for competitive exams had been introduced in the college and students are taking benefits from this coaching.
- ✓ From the feedback, the parameters were showing that students are demanding for improved ICT. Due to pandemic, because whole session went online, so institute offered more online workshops and training for the students as well teachers to train to use virtual platforms.
- ✓ All the faculty members have got the open Wi-Fi access in all the buildings.
- ✓ In the previous feedback it was observed from the responses that students were demanding to introduce more skill based courses. In the session 2020-21five skill development courses like B.Voc (E-commerce and Digital Marketing), B.Voc (MLT), B.Voc (Journalism and mass communication), B.Voc (Green House technology), P.G. Diploma in Chemical Analysis of Food were introduced. A number of students got enrolled in these courses.

Student Satisfaction Survey Committee:

Ms. Monika Garg (Incharge)

Assistant Prof. in Business Administration

Dr. Rupinderpal Kaur

Assistant Prof. in Computer Science

Dr. Harpreet Kaur

Assistant Prof. in Botany

Dr. Sandeep Kaur

Assistant Prof. in English

Ms. Roohi

Assistant Prof. in Fashion Designing

Ms. Pooja

Assistant Prof. in Computer Science

Ms. Richa

Assistant Prof. in Commerce