



GURU NANAK COLLEGE

SRI MUKTSAR SAHIB



FEEDBACK REPORT OF ANALYSIS OF STAKEHOLDERS

(Session 2022-23)

**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 turns 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 councillors, 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

Methodology Adopted for Feedback:

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 2022-23, the SSS committee collected feedback through online questionnaires uploaded on institutional website through Google 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.

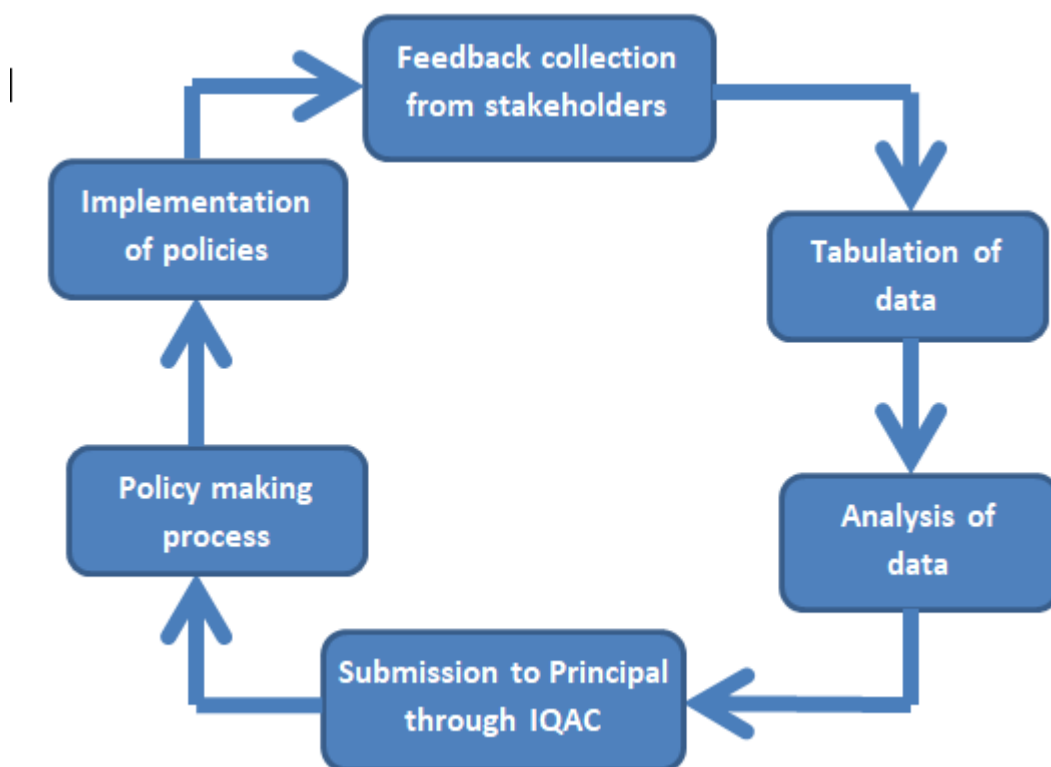
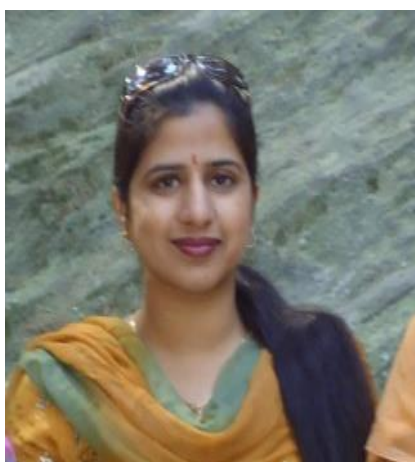


Figure 1.1: Methodology adopted for feedback system

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 15 years of teaching experience. Her academic qualification is M.Com, M.A(Eco), JRF ,B.ed. She has presented 9 research papers in National and International Conferences. Her 7 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 faculty 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 17 years of experience in teaching. Her academic qualification is M.Sc(IT), M.Phil and Ph.D. She has published 15 papers in various international journals including Scopus indexed journals also, presented 7 papers in various international/national conferences, and attended 10 international/national conferences. She is In-charge and member of various committees in the institution.



Dr. Sandeep Kaur Brar 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. Harpreet Kaur is working as an **Assistant Professor in Botany** in Department of Basic Sciences. She is In-charge of Botany subject and has 11 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 16 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 7 Years of teaching experience. Her academic qualification is M.Sc (FT), M.A(Eco), UGC NET, DFD. She has presented 2 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 17 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.

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
	The work allotment is fair.					
	The placement of the employees is according to their abilities.					
	The promotion policies of the college are encouraging					
	The infrastructure facilities are satisfactory					
	The employees are having clear understanding of their roles and responsibilities.					
	The employer-employee relationships are fine.					
	Administration is cooperative					
	The problems of employees are settled fairly					
	Work environment is friendly.					

Suggestions for further improvement.....

.....

FEEDBACK FROM SUPPORT STAFF

ਸ਼ੈਸਨ:.....

ਢੁਕਵੇਂ ਖਾਨੇ ਵਿੱਚ ਸਹੀ ਦਾ ਨਿਸ਼ਾਨ ਲਗਾਉ:

S.No	ਵੇਰਵਾ	ਪੂਰਾਸਹਿ ਮਤ	ਸਹਿਮ ਤ	ਨਿਰਖ ਖ	ਅਸਹਿ ਮਤ	ਪੂਰਾਅਸਹਿ ਮਤ
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	ਰੋਜਗਾਰ ਦਾ ਤਾਅਤੇ ਕਰਮਚਾਰੀ ਦਾ ਹਿੱਸਾ ਚੰਗਾ ਹੈ।					
7	ਪ੍ਰਬੰਧਕੀ ਅਮਲੇ ਵੱਲੋਂ ਪੂਰਾਸਹਿਯੋਗ ਦਿੱਤਾ ਜਾਂਦਾ ਹੈ।					
8	ਕਰਮਚਾਰੀਆਂ ਦੀਆਂ ਸਮੱਸਿਆਵਾਂ ਪੂਰੀ ਤਰ੍ਹਾਂ ਹੱਲ ਕੀਤੀਆਂ ਜਾਂਦੀਆਂ ਹਨ।					
9	ਕੰਮ ਕਾਜ ਦਾ ਵਾਤਾਵਰਣ ਦੇਸ਼ ਤਾਨਾ ਹੈ।					

ਕਿਸੇ ਹੋਰ ਸੁਧਾਰ ਲਈ ਸੁਝਾਅ:.....
.....
.....
.....
.....
.....

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, freships 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.....

STUDENT FEEDBACK FORM

ਸ਼ੈਸਨ:.....

S.No	ਮਾਪਦੰਡ	ਸੰਤੁਸ਼ਟੀਦਾਮਿਆਰ				
		ਪੂਰਾਸਹਿਮਤ	ਸਹਿਮਤ	ਨਿਰਪੱਖ	ਅਸਹਿਮਤ	ਪੂਰਾਅਸਹਿਮਤ
1	ਕੋਰਸਾਂ ਦੀ ਉਪਲੱਬਧਤਾ।					
2	ਵਿਦਿਆਰਥੀਆਂ ਦੀ ਖਲੋਲਈ ਵਿਧੀ- ਜਿਵੇਂ- ਕਿ- ਸਲਾਹ,					

	ਰਜਿਸਟ੍ਰੇਸ਼ਨ ਅਤੇ ਫੀਸ ਦੀ ਅਦਾਇਗੀ ਦੀ ਵਿਵਸਥਾ।					
3	ਵਿਦਿਆਰਥੀ ਆਲੋਚਨਾ ਸਮੇਤ ਹੋਰ ਵਿਵਸਥਾ - ਵਿੱਤੀ ਸਹਾਇਤਾ, ਸਲਾਹਾਇਨਾਮ, ਅਤੇ ਵਜ਼ੀਫ਼ੇ					
4	ਵਿਦਿਆਰਥੀ ਆਲੋਚਨਾ ਸਮੇਤ ਵੱਲੋਂ ਸੁਰੱਖਿਆ ਦੇ ਪੈਮਾਨੇ।					
5	ਕੈਂਪਸ ਦੀ ਸਫ਼ਾਈ।					
6	ਕਲਾਸਾਂ ਅਤੇ ਪ੍ਰਯੋਗਸ਼ਾਲਾ ਦਾ ਬੁਨਿਆਦੀ ਢਾਂਚਾ।					
7	ਲਾਇਬ੍ਰੇਰੀ ਸਹੂਲਤਾਂ।					
8	ਕੰਪਿਊਟਰ ਅਤੇ ਇੰਟਰਨੈੱਟ ਸਹੂਲਤਾਂ।					
9	ਹੋਸਟਲ ਵਿੱਚ ਸਹੂਲਤਾਂ ਜਿਵੇਂ ਕਿ - ਕਾਮਨ ਰੂਮ, ਖਾਣਾ, ਸਫ਼ਾਈ ਅਤੇ ਡਾਕਟਰੀ ਸਹੂਲਤਾਂ।					
10	ਖੇਡਾਂ ਦੀਆਂ ਸਹੂਲਤਾਂ।					
11	ਆਵਾਜਾਈ ਅਤੇ ਪਾਰਕਿੰਗ ਦੇ ਪ੍ਰਬੰਧ।					
12	ਕੰਨਟੀਨ ਦਾ ਪ੍ਰਬੰਧ।					

13	ਡਾਕਟਰੀਸਹਾਇਤਾ (ਲੋੜਪੈਣਤੇ)।					
14	ਮੁਲਾਂਕਣਦੀਵਿਧੀਜਿਵੈਂਕਕਲਾਸਟੈਸਟ, ਅੰਦਰੂਨੀਮੁਲਾਂਕਣਬਿਨਾਂਕਿਸੇਪੱਖਪਾਤਰੇਂ।					
15	ਪ੍ਰਸ਼ਾਸਨਤੱਕਪਹੁੰਚ।					
16	ਸ਼ਿਕਾਇਤਨਿਵਾਰਣ।					
17	ਰੋਜਗਾਰਪ੍ਰਤੀਸਲਾਹ।					
18	ਤੁਹਾਡੇਦੁਆਰਾਅਪਣਾਏਜਾਣਵਾਲੇਕੋਰਸਦਾਸਿਲੇਬਸਅਤੇਪਾਠਕ੍ਰਮ।					

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:

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 quail					
8. ty teaching provided in the college?					
9. Is your child improving his/her knowledge base through interaction with the faculty of the college?					
10. Are the festivals, events and extracurricular activities arranged by college adequate ?					

11. The training & placement opportunities, internship provided by the college is sufficient.

--	--	--	--	--

12. Do the quality and relevance of courses included into the curriculum help in improving learning?

--	--	--	--	--

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

--	--	--	--	--

14. Any other suggestions:

.....

.....

.....

Signature :

Date :

PARENT'S FEEDBACK FORM

ਸੈਸ਼ਨ

ਮਾਤਾ/ਪਿਤਾ ਦਾ ਨਾਮ ਅਤੇ ਕਿੱਤਾ

ਪਿਤਾ.....

ਮਾਤਾ.....

ਪਤਾ.....
.....
.....

ਵਿਦਿਆਰਥੀ ਦਾ ਨਾਮ

ਕੋਰਸ.....

- 1. ਤੁਸੀਂ ਇਸ ਸੰਸਥਾ ਦੀ ਚੋਣ ਕੀਤੀ ਕਿਉਂਕਿ-
 - ੳ. ਇਸ ਦੀ ਸਥਿਤੀ ਅਤੇ ਬੁਨਿਆਦੀ ਢਾਂਚੇ ਕਰਕੇ।
 - ਅ. ਇਕ ਅਨੁਸ਼ਾਸਿਤ ਸੰਸਥਾ ਹੋਣ ਕਰਕੇ।
 - ੲ. ਕਾਲਜ ਦੇ ਵਾਤਾਵਰਣ ਅਤੇ ਚੰਗੀ ਸ਼ਾਖ ਕਰਕੇ।
 - ਸ. ਪੁਰਾਣੇ ਵਿਦਿਆਰਥੀਆਂ ਦੀ ਸਲਾਘਾ ਕਰਕੇ।
 - ਹ. ਕਿਫਾਇਤੀ ਫੀਸਾਂ ਕਰਕੇ।

2. ਕ੍ਰਿਪਾ ਕਰਕੇ ਹੇਠਲੇ ਖੇਤਰਾਂ ਵਿੱਚ ਦੱਸੋ।

ਮਾਪਦੰਡ	ਪੂਰਾ ਸਹਿ ਮਤ	ਸਹਿਮਤ	ਨਿਰਪੱਖ	ਅਸਹਿਮਤ	ਪੂਰਾ ਅਸਹਿਮ ਤ
1. ਕੀ ਤੁਸੀਂ ਸੰਸਥਾ ਦੇ ਬੁਨਿਆਦੀ ਢਾਂਚੇ ਅਤੇ ਤੁਹਾਡੇ ਬੱਚੇ ਨੂੰ					

ਦਿੱਤੇ ਜਾਣ ਵਾਲੇ ਸੋਮਿਆਂ ਤੋਂ ਸੰਤੁਸ਼ਟ ਹੋ ?					
2. ਕੀ ਤੁਸੀਂ ਇਹ ਸਮਝਦੇ ਹੋ ਕਿ ਇਹ ਸੰਸਥਾ ਤੁਹਾਡੇ ਬੱਚੇ ਦੇ ਬਹੁਪੱਖੀ ਵਿਕਾਸ ਵਿੱਚ ਮਦਦਗਾਰ ਹੈ ?					

3. ਕੀ ਤੁਹਾਡਾ ਬੱਚਾ ਹੋਸਟਲ ਅਤੇ ਲਾਇਬ੍ਰੇਰੀ ਸੇਵਾਵਾਂ ਅਤੇ ਖੇਡ ਸਹੂਲਤਾਂ ਤੋਂ ਸੰਤੁਸ਼ਟ ਹੈ ?					
4. ਕੀ ਤੁਸੀਂ ਸੰਸਥਾ ਦੁਆਰਾ ਕਾਲਜ ਪੱਧਰ ਤੇ ਕੀਤੇ ਮੁਲਾਂਕਣ ਦੀ ਪਾਰਦਰਸ਼ਤਾ ਤੋਂ ਸੰਤੁਸ਼ਟ ਹੋ ?					
5. ਕੀ ਤੁਸੀਂ ਸੰਸਥਾ ਦੁਆਰਾ ਵਿਦਿ ਆਰਥੀ ਦੀ ਕਾਰਗੁਜ਼ਾਰੀ ਲਈ ਵਰਤੀ ਜਾਂਦੀ ਸੰਚਾਰ ਪ੍ਰਕਿਰਿਆ ਤੋਂ ਸੰਤੁਸ਼ਟ ਹੋ ?					
6. ਕੀ ਸੰਸਥਾ ਦੁਆਰਾ ਕੀਤੇ ਸੁਰੱਖਿਆ ਦੇ ਪ੍ਰਬੰਧਾਂ ਤੋਂ ਸੰਤੁਸ਼ਟ ਹੋ ?					
7. ਕੀ ਅਧਿਆਪਕਾਂ ਦਾ ਗਿਆਨ ਅਤੇ ਵਿੱਦਿਅਕ ਹੁਨਰ ਸੰਤੋਖਜਨਕ ਹੈ ?					

8. ਕੀਤੁਹਾਡੇਬੱਚੇਦੇਗਿਆਨਵਿੱਚ ਚਵਾਧਾਹੋਰਿਹਾਹੈ ?					
9. ਕੀਕਾਲਜਦੁਆਰਾਕੀਤੇਜਾਂਦੇ ਸਭਿਆਚਾਰਕਮੁਕਾਬਲੇਅਤੇ ਸਹਿਵਿਦਿਅਕਗਤੀਵਿਧੀਆਂ ਸੰਤੋਖਜਨਕਰਨ?					
10. ਕੀਕਾਲਜਦੁਆਰਾਦਿੱਤੀਜਾਣ ਵਾਲੀਟ੍ਰੇਨਿੰਗ, ਕਿੱਤਾਮੁਖੀਮੌਕੇਅਤੇ ਇੰਟਰਨ ਸ਼ਿਪਤੋਂਤੁਸੀਂਸੰਤੁਸ਼ਟਹੋ?					
11. ਕੀਸਿਲੇਬਸਵਿੱਚਦਿੱਤੇਜਾਣ ਵਾਲੇਵਿਸ਼ਿਆਂਦਾਮਿਆਰਸਿੱਖਿਆ ਵਿੱਚਚਵਾਧਾਕਰਦਾਹੈ ?					
12. ਕੀਤੁਸੀਂਆਪਣੇਬੱਚੇਦੇਸਿਲੇ ਬਸਅਤੇਪਾਠਕ੍ਰਮਤੋਂਸੰਤੁਸ਼ਟ ਹੋ?					

ਕੋਈਹੋਰਸੁਝਾਅ-

.....

ਦਸਤਖਤ:-

ਮਿਤੀ:-

FACULTY FEEDBACK FORM

Session:

Make a tick mark in the appropriate Cell:

	Strongly Agree	Agree	Neutral	Disagree	Strong Disagr
1.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.					
2. 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.					
3.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.					
4.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

ਸੈਸਨ:.....

ਢੁਕਵੇਂ ਖਾਨੇ ਵਿੱਚ ਸਹੀ ਦਾ ਨਿਸ਼ਾਨ ਲਗਾਉ।

0. ਪਾਠਕ੍ਰਮ ਦੀ ਬਣਤਰ ਅਤੇ ਵਿਕਾਸ	ਪੂਰਾਸ ਹਿਮਤ	ਸਹਿ ਮਤ	ਨਿਰ ਪੱਖ	ਅਸਹਿ ਮਤ	ਪੂਰਾ ਅਸ ਹਿਮਤ
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।					
1. 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 ਕੇਂਦਰਿਤ ਅਧਿਐਨ ਦੇ ਸਾਧਨ ਹਨ?					
3. ਫੈਕਲਟੀ ਸਿੱਖਿਆ ਅਤੇ ਕੁਸ਼ਲਤਾ ਵਿੱਚ ਨਿਪੁੰਨ ਹੈ।					
4. ਲਾਇਬ੍ਰੇਰੀ ਨੂੰ ਵਿਦਿਆਰਥੀਆਂ ਅਤੇ ਅਧਿਆਪਕਾਂ ਦੁਆਰਾ ਪੂਰੀ ਤਰ੍ਹਾਂ ਵਰਤੋਂ ਵਿੱਚ ਲਿਆਂਦਾ ਜਾਂਦਾ ਹੈ।					
5. ਵਿਭਾਗਾਂ ਦੁਆਰਾ ਸਿੱਖਿਆ ਸਹਾਇਤਾ ਤਕਨੀਕਾਂ ਅਤੇ ICT ਸਿੱਖਿਆ ਸੰਤੋਖ ਜਨਕ ਹਨ					
6. ਅਧਿਆਪਕਾਂ ਦੀ ਸੈਮੀਨਾਰ ਵਰਕਸ਼ਾਪਾਂ ਰੋਸ਼ਟੀਆਂ ਅਤੇ ਕਾਨ					

ਫਰੰਸਾਂਆਯੋਜਿਤਕਰਨਲਈਹੱਸਲਾਅਫਜਾਈ।					
7. ਅਧਿਆਪਕਾਂਦੀਖੋਜਾਂਅਤੇਵਿਸਤਾਰਸੰਬਧੀਪ੍ਰੋਗਰਾਮਕਰਨ ਲਈਹੱਸਲਾਅਫਜਾਈ।					
8. ਉਦਯੋਗਾਂਨਾਲਤਾਲਮੇਲਕਰਨਲਈਅਧਿਆਪਕਾਂਦੀਹੱਸ ਲਾਅਫਜਾਈ।					
9. ਸੰਸਥਾਦੁਆਰਾਇਮਤਿਹਨਾਂਵਿੱਚਅਪਣਾਈਜਾਂਦੀਮੁਲਾਂਕਣ ਦੀਵਿਧੀਸੰਤੋਖਜਨਕ।					
2. ਬੁਨਿਆਦੀਢਾਂਚਾ					
1. ਫੈਕਲਟੀਅਤੇਵਿਦਿਆਰਥੀਆਂਲਈਉਪਲਬੱਧਕਲਾਸਾਂ, ਫਰਨੀਚਰਅਤੇਟਾਇਲਟਸੰਤੋਖਜਨਕਹਨ।					
2. ਇਮਾਰਤਾਂਅਤੇਫਰਨੀਚਰਦੀਸਹੀਸੰਭਾਲਹੈ।					
3. ਲੈਬਪੂਰੀਤਰਾਂਲੈਸਅਤੇਅਪਰੋਡਹਨ। (ਜਿੱਥੇਕਿਤੇਲਾਗੂ)					
4. ਪਾਰਕਿੰਗਸਹੂਲਤਾਂਵਧੀਆਹਨ।					
5. ਕੰਨਟੀਨਅਤੇਪੀਣਵਾਲੇਪਾਣੀਦਾਯੋਗਪ੍ਰਬਧਹੈ।					
6. ਖੇਡਾਂਦਾਬੁਨਿਆਦੀਢਾਂਚਾਂਚੁੱਕਵਾਂਹੈ।					
• ਸ਼ਾਸਨ					
1. ਪ੍ਰਸ਼ਾਸਨਸੰਸਥਾਦੇਵਿਕਾਸਲਈਇਮਾਨਦਾਰੀਨਾਲਕੋਸ਼ਿਸਾ ਕਰਿਹਾਹੈਅਤੇਅਸਾਨੀਨਾਲਪਹੁੰਚਯੋਗਹੈ।					
2. ਪਿਛਲੇਵਰੇਦੌਰਾਨਗੁਣਵਤਾਨੂੰਵਧਾਉਣਲਈਲਏਗਏਪਹਿ ਲਕਦਮਸੁਧਾਰਵਿੱਚਯੋਗਦਾਨਪਾਰਹੇਹਨ।					
3. ਫੈਕਲਟੀਨੂੰਆਪਣੇਵਿਚਾਰਰੱਖਣਦੀਪੂਰੀਅਜ਼ਾਦੀਹੈ।					
4. IQAC					

ਸੰਸਥਾ ਦੀ ਗੁਣਵਤਾ ਵਧਾਉਣ ਲਈ ਯੋਗਤਰੀ ਕੋਨਾਲ ਕੰਮਕਰ ਰਹੀ ਹੈ।					
5. ਸੰਸਥਾ ਆਪਣੀ ਫੈਕਲਟੀ ਲਈ ਅਤੇ ਉਹਨਾਂ ਦੇ ਪਰਿਵਾਰਿਕ ਮੈਂਬਰਾਂ ਨੂੰ ਢੁਕਵੀਆਂ ਸਹੂਲਤਾਂ ਅਤੇ ਸਹਿਯੋਗ ਦਿੰਦੀ ਹੈ।					

ਸੁਝਾਅ:-

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FEEDBACK FROM ALUMNI

Session:

Name Mr/Ms/Mrs.....Adhaar No.
.....Contact No.....

DepartmentYear of studyOccupation.....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.					

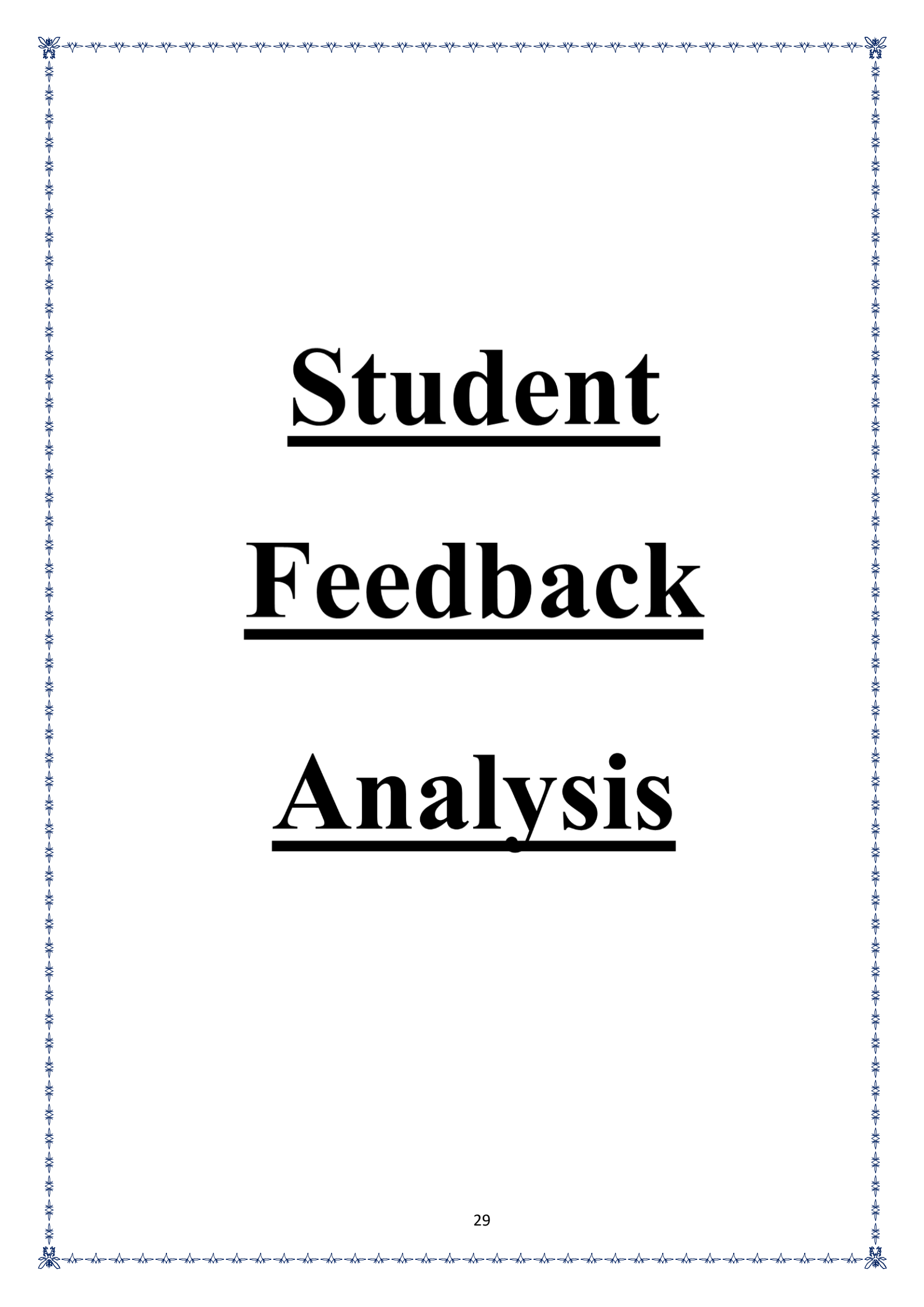
Suggestions for further improvement:

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Student

Feedback

Analysis

Student Feedback Analysis

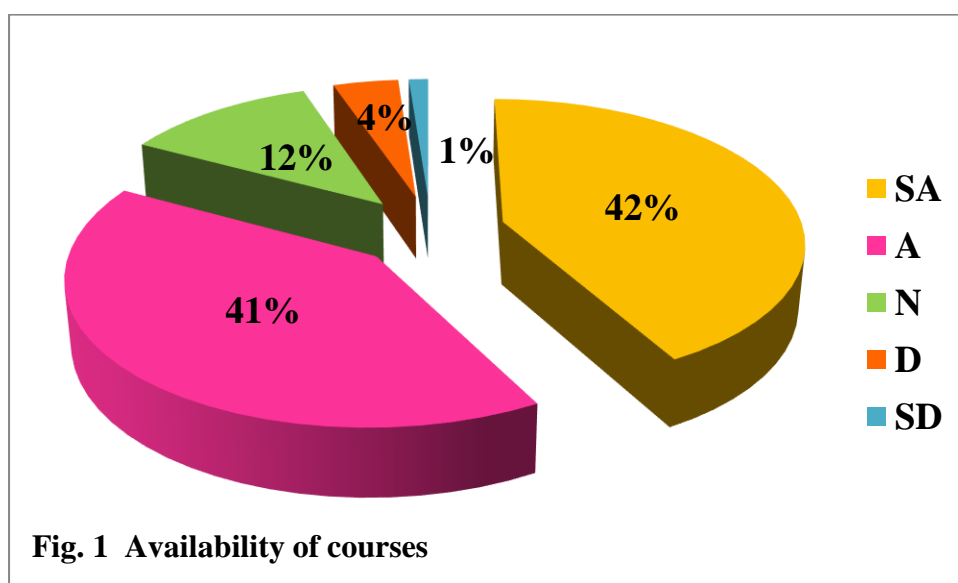
Student feedback is the key to make the teaching-learning process student oriented. It is the voice of the students guiding various decision making processes. Further, the feedback is the evidence on the basis of which the performance of any HEI is evaluated. It helps the institute to evaluate its service policies and make changes as per students' requirement. The feedback is collected online for the academic year 2022-23. Given below is the feedback received from 419 students of the college.

Type of Feedback	Number of responses
Student	419
Areas Assessed: <ol style="list-style-type: none">1. Course availability and curriculum2. Student support system3. Infrastructural facilities including hostel and sports4. Evaluation system and placement	

Student feedback graphs

1. Availability of courses

SA	A	N	D	SD
176	171	50	17	5



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

SA	A	N	D	SD
171	147	89	6	6

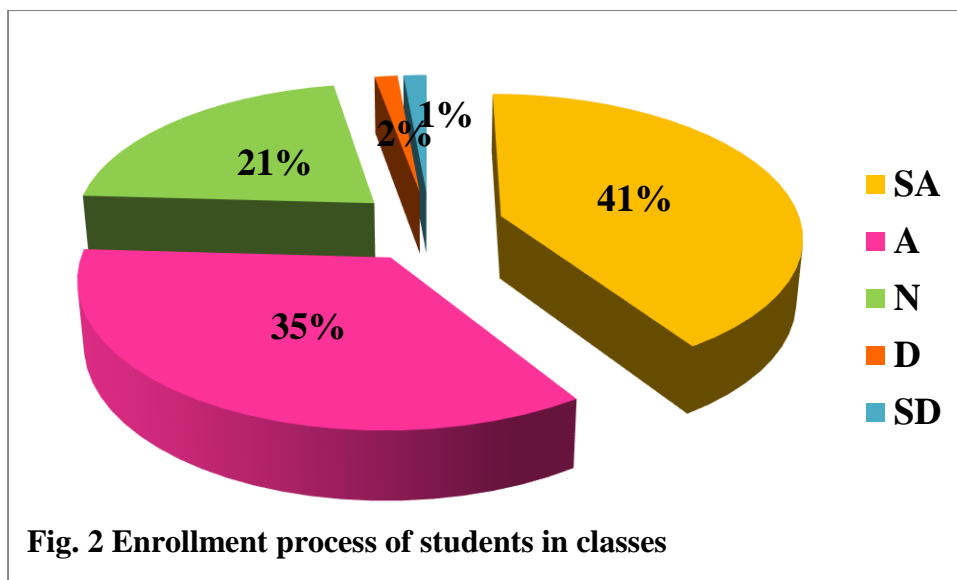


Fig. 2 Enrollment process of students in classes

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

SA	A	N	D	SD
111	179	57	48	24

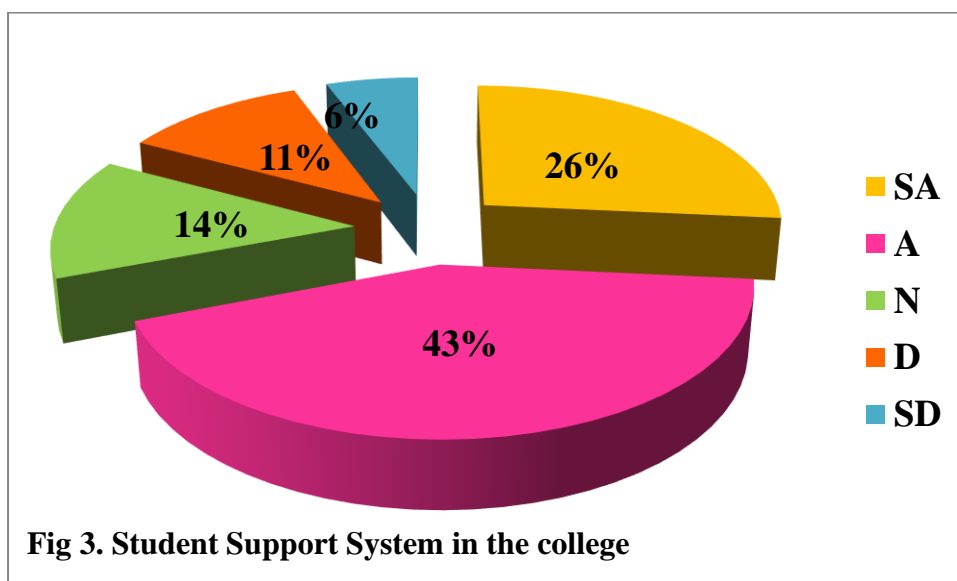
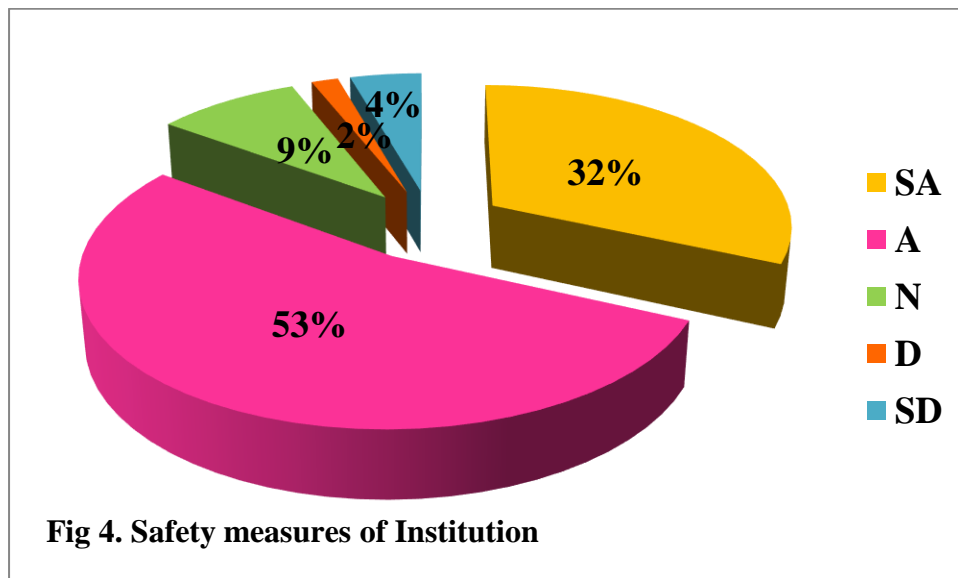


Fig 3. Student Support System in the college

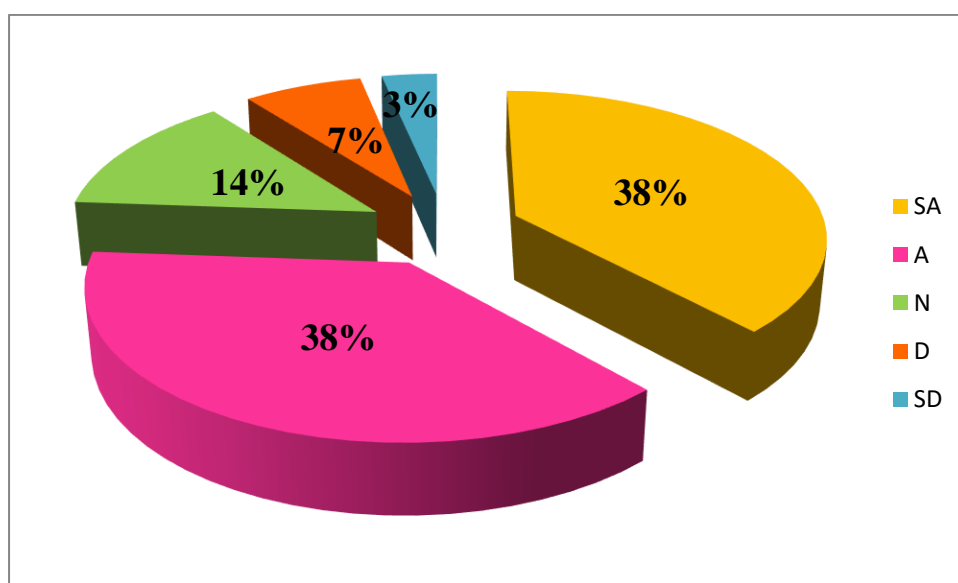
4. Safety measures of Institution for students

SA	A	N	D	SD
114	192	32	6	16



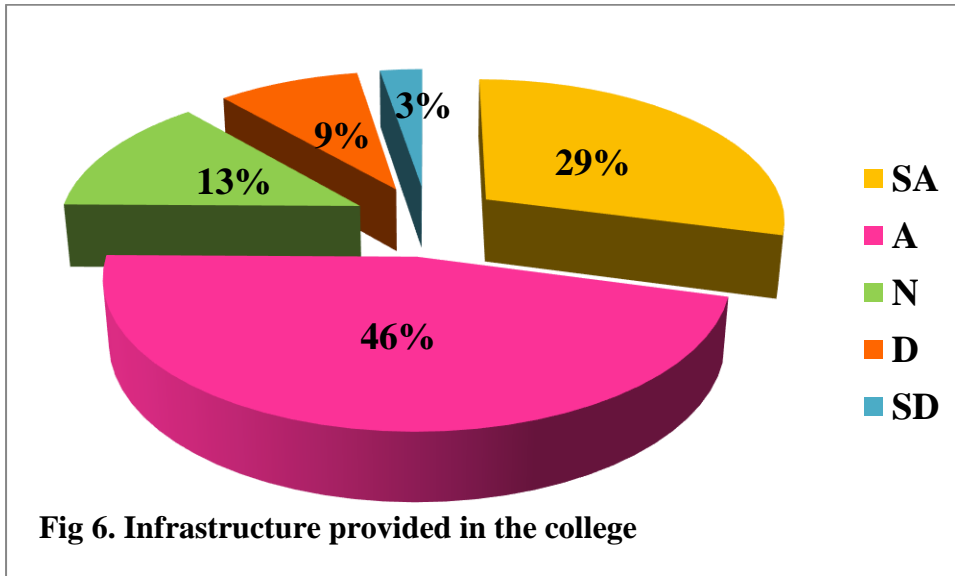
5. Cleanliness in the Campus.

SA	A	N	D	SD
160	159	56	30	14



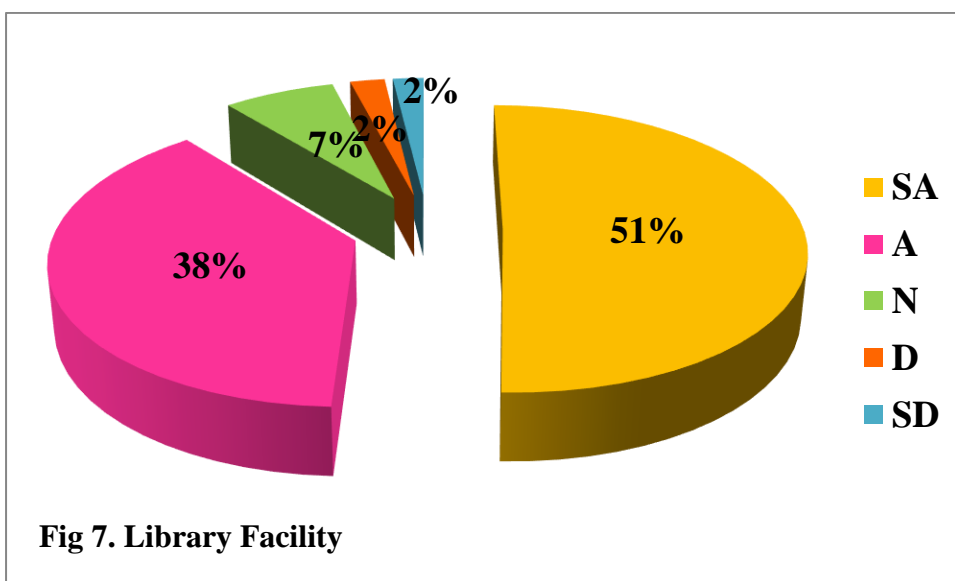
7. Infrastructure including Classrooms and laboratories

SA	A	N	D	SD
122	193	56	37	11



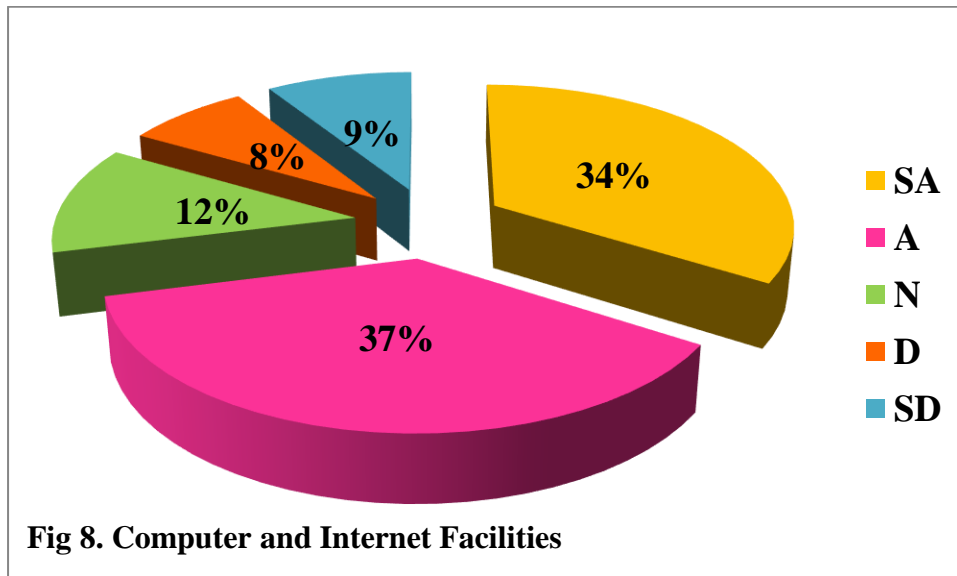
8. Library Facilities

SA	A	N	D	SD
212	161	29	9	8



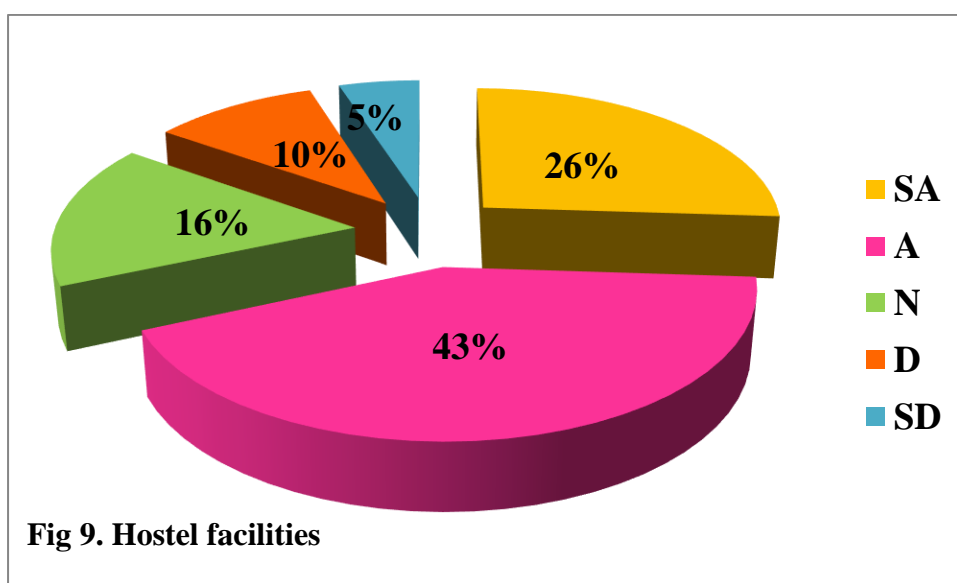
9. Computer and Internet Facilities

SA	A	N	D	SD
142	156	51	32	38



10. Hostel facilities such as common room, diet, cleanliness and medical facility

SA	A	N	D	SD
109	178	68	43	21



11. Sports facilities

SA	A	N	D	SD
128	173	61	29	28

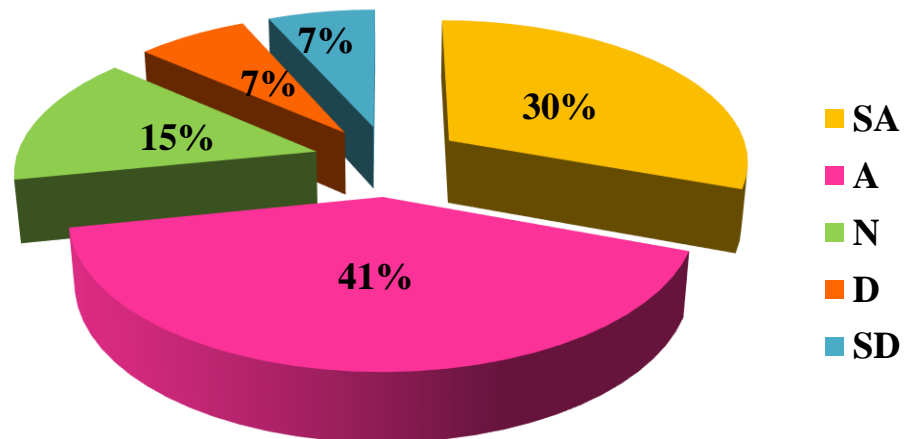


Fig 10. Sports facilities

12. Transportation & Parking facility

SA	A	N	D	SD
160	172	24	49	14

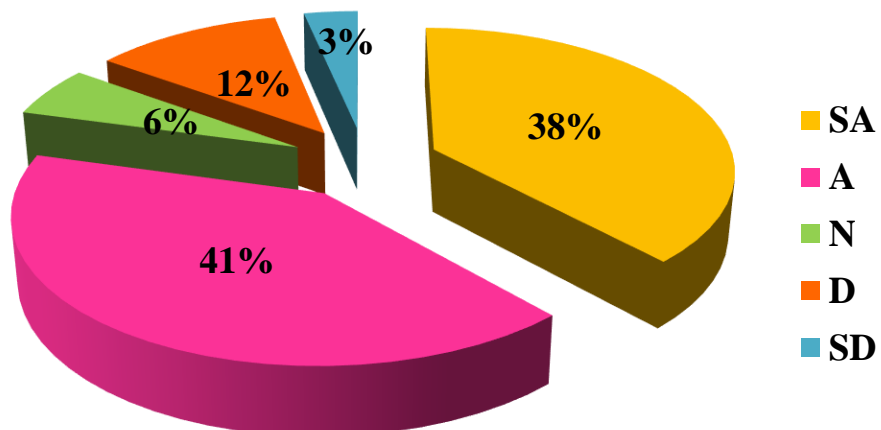


Fig 11. Transportation and Parking facility

13. Canteen Facility

SA	A	N	D	SD
126	164	24	76	29

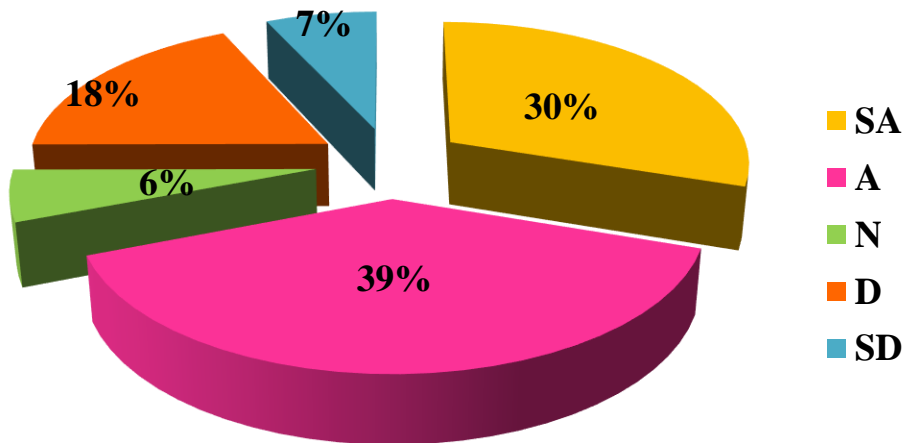


Fig 12. Canteen Facility

14. Medical Help (If needed)

SA	A	N	D	SD
106	165	40	72	36

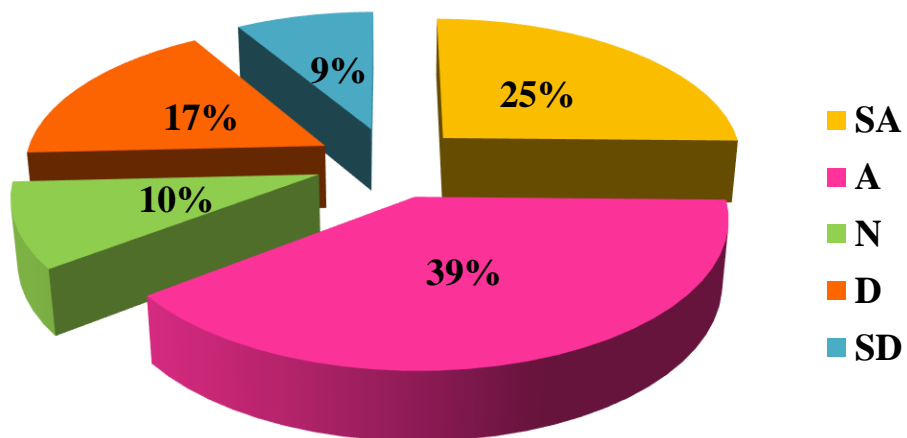
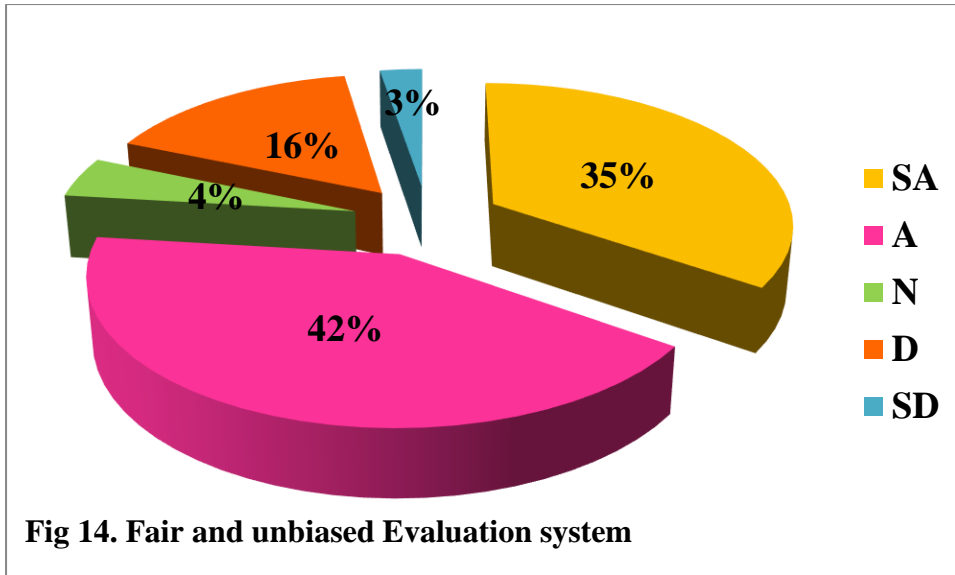


Fig 13. Medical help centre

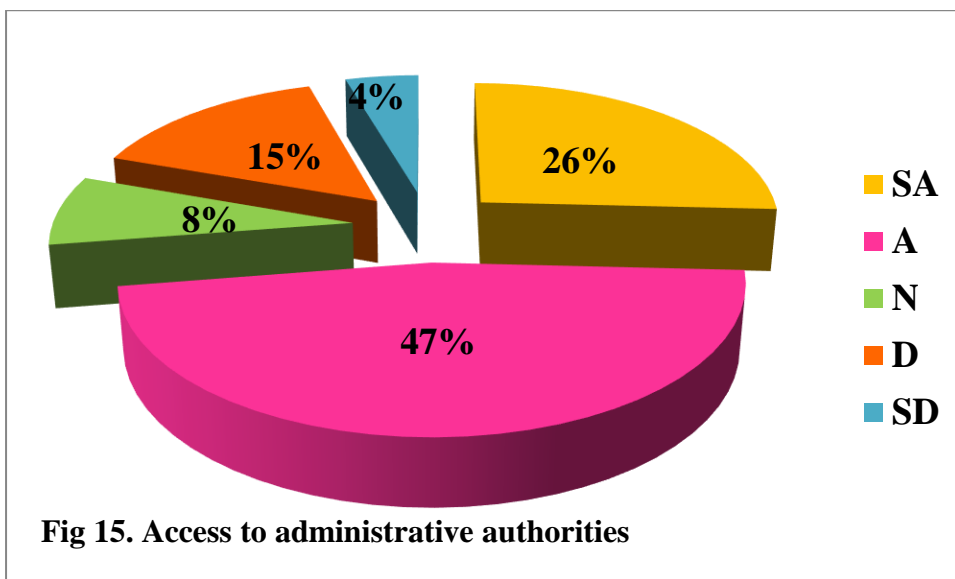
15. Evaluation system such as class test ,term test, internal assessment if Fair and unbiased

SA	A	N	D	SD
145	177	19	67	11

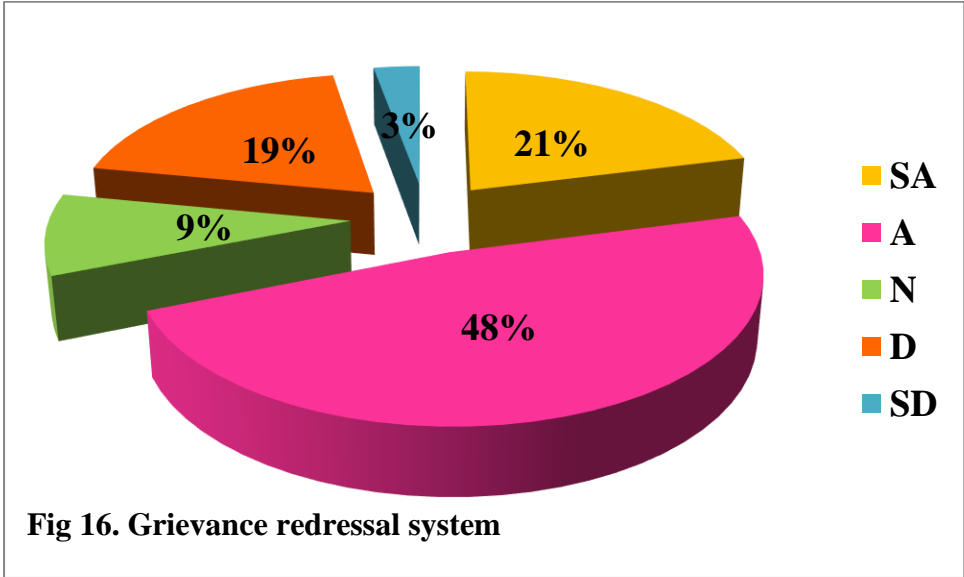


16. Access to administrative authorities

SA	A	N	D	SD
108	196	33	63	19

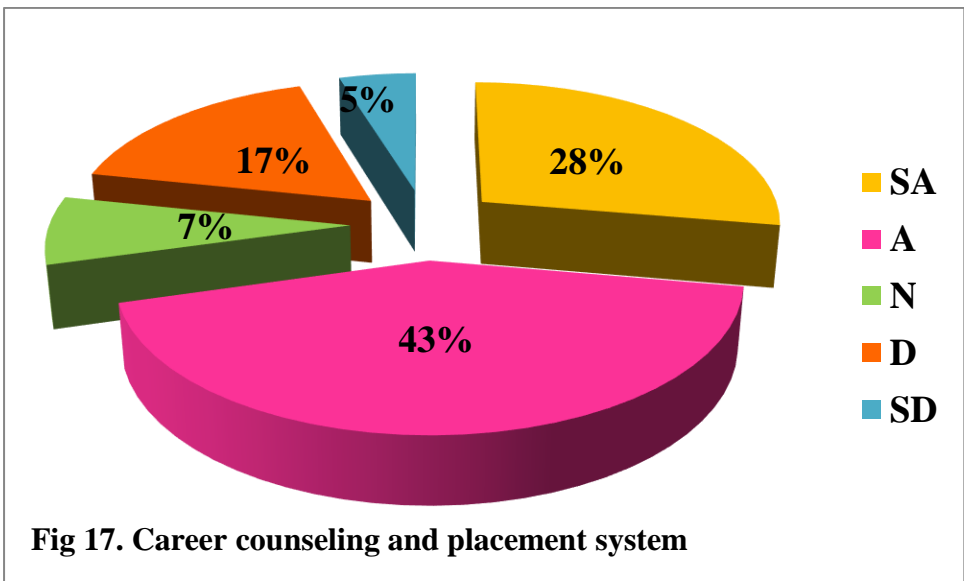


SA	A	N	D	SD
88	201	38	80	12



18. Career counselling and placement

SA	A	N	D	SD
116	180	32	71	20



19. Syllabus design and curriculum of the program you are pursuing

SA	A	N	D	SD
133	191	21	58	16

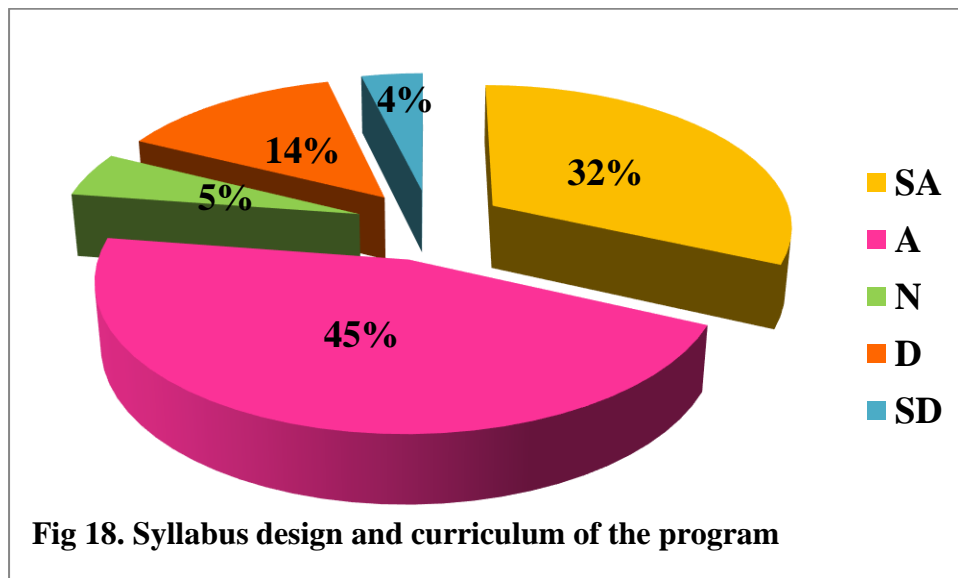


Fig 18. Syllabus design and curriculum of the program

Feedback Outcomes:

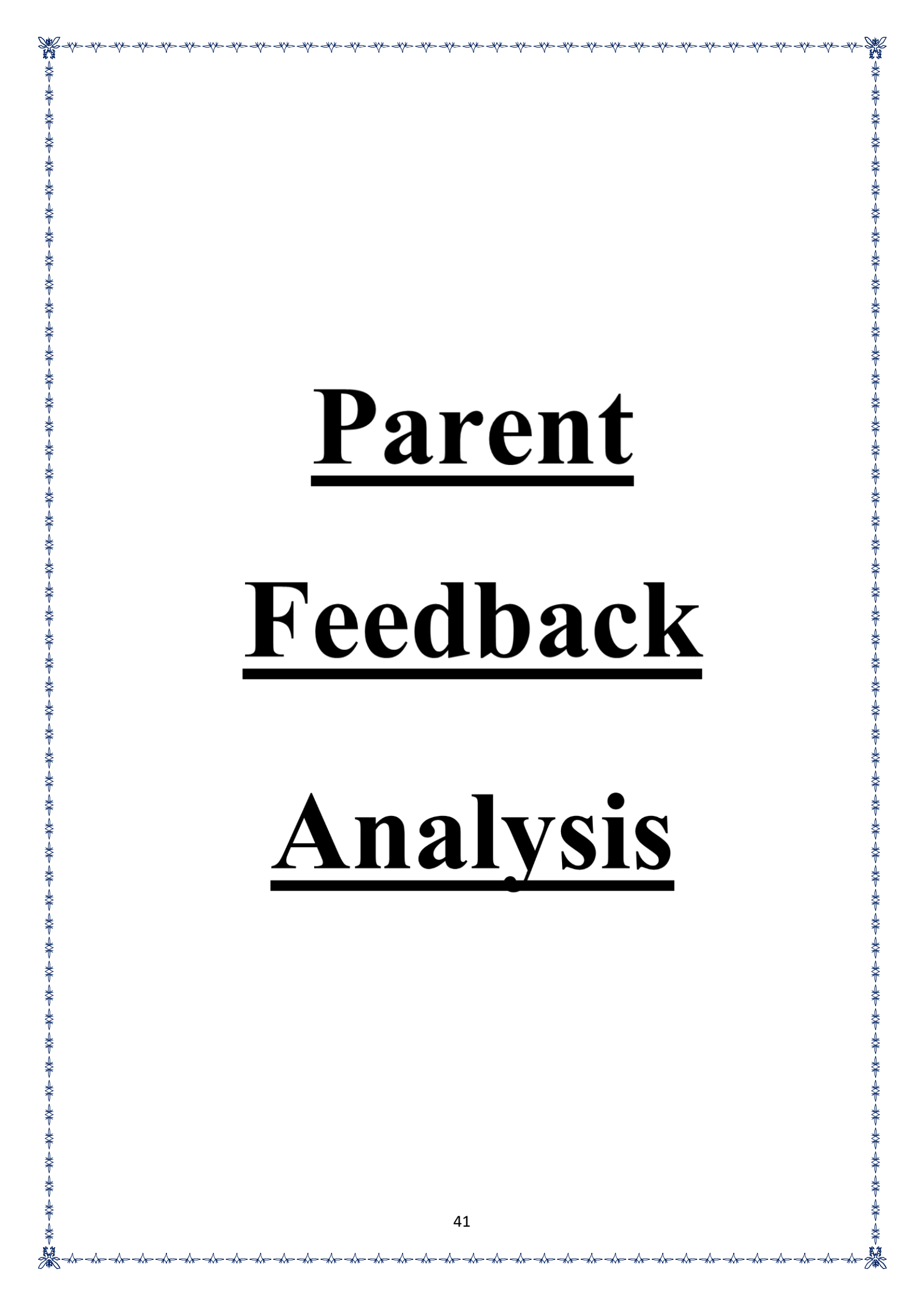
1. Same number of students (83%) has given their consent that sufficient numbers of courses are available in the college. Few of the respondent (5%) have demanded the new course according to the changing global scenario.
2. A good number of students (76%) are satisfied with the process of enrollment of students, advising, registration and fee payment. Only two percent have shown dissatisfaction towards the enrollment criteria.
3. 69% of the students are happy with the financial assistance, annual award, free ships and scholarship schemes provided in the college.
4. Many of the respondents (87%) are satisfied with the safety measures in the college. 9% stands neutral on the point and only 6% students have submitted disagreement on the measures.
5. 76% of the total students are happy with the cleanliness in the college campus whereas 10% demands hygienic washrooms.
6. Infrastructure is adequate as responded by 75% of the students, 12% demands for additions in infrastructure. 89% students are satisfied with the library facilities in the campus.
7. More students demand for internet and WI-FI facilities whereas as 71% are happy with the availability of internet connection.

etc. are adequate in the college campus. 14% have asked to introduce new games and some advanced equipment.

9. 69% of the respondents are happy with cafeteria services , 25% have shown dissatisfaction regarding the canteen services.
10. 77% of the students are happy with evaluation done through class tests, house tests and internal assessment whereas 19% shown dissatisfaction and 5% were neutral on the point.
11. Many of the students (73%) have agreed on good access to the administrative block where as 20% denied on the point. Also, 69% agreed that grievances are redressed well in the college whereas 22% demands for improvement.

Suggestions:

1. 17% of the students have demanded for improvement in financial assistance, free ships and scholarships etc.
2. Again 17% have demanded for open internet facility in the campus. This can be made available in a lab under supervision.
3. 12% of the respondent have demanded for cleanliness in the college campus especially in the washrooms.
4. As per analysis 15% students have demanded for improved hostel facilities, common room and medical facility.
5. Majorly (25%) students have demanded for improvement in cafeteria services and 26% need better medical service.
6. 22% of the students have demanded for more channelized system for grievance redressal and same number of students have demanded for career counseling and placement.



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.

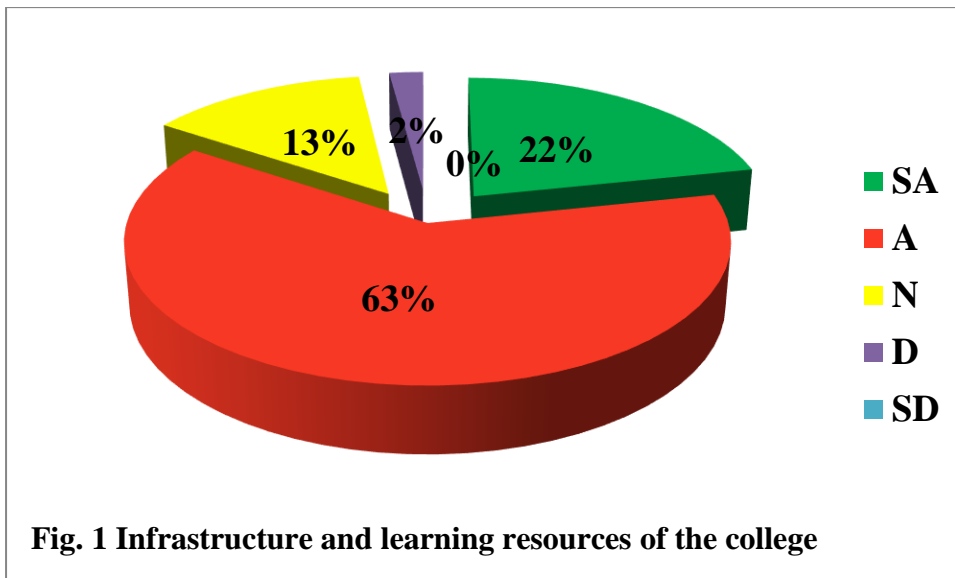
Type of Feedback	Number of responses
Parent	332
Areas Assessed: <ol style="list-style-type: none">1. Infrastructure availability and environment in the institution2. Communication from the college end regarding child's performance3. Quality of teaching and faculty knowledge4. Curriculum design, implementation and placement of child5. 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

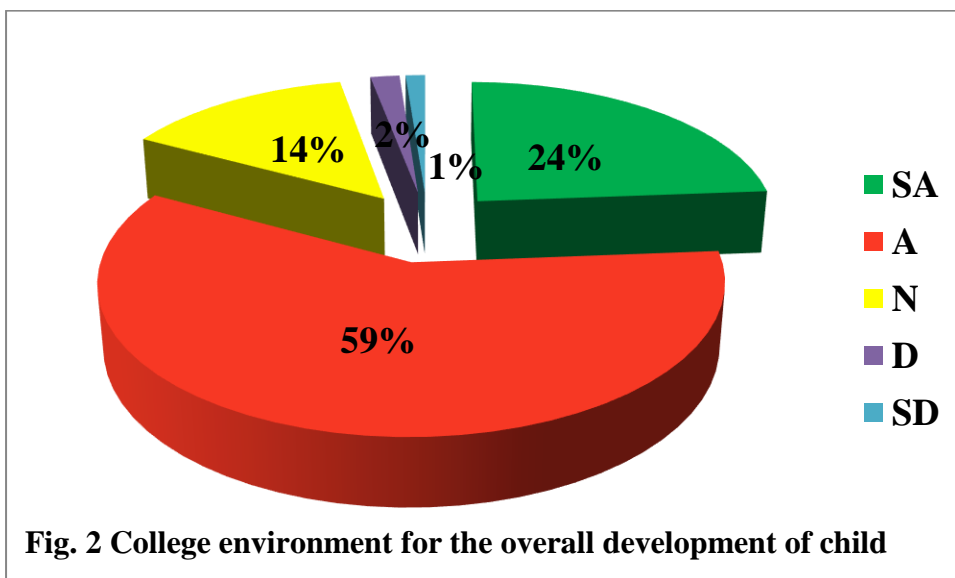
1. Are you satisfied with infrastructure of the college and learning resources provided to your child?

SA	A	N	D	SD
72	208	45	7	0



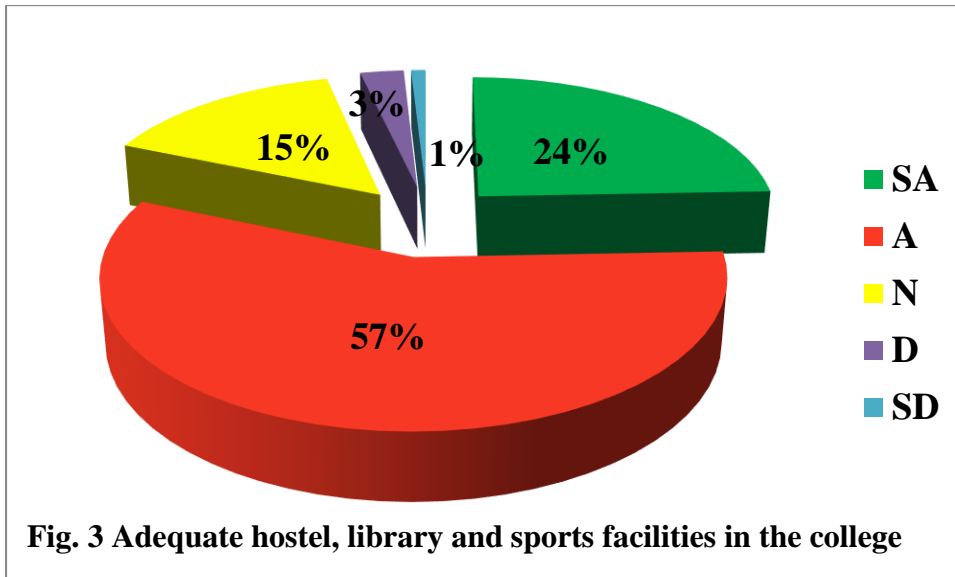
2. Do you think that the college environment is helpful for the overall development of your child?

SA	A	N	D	SD
79	196	47	6	4



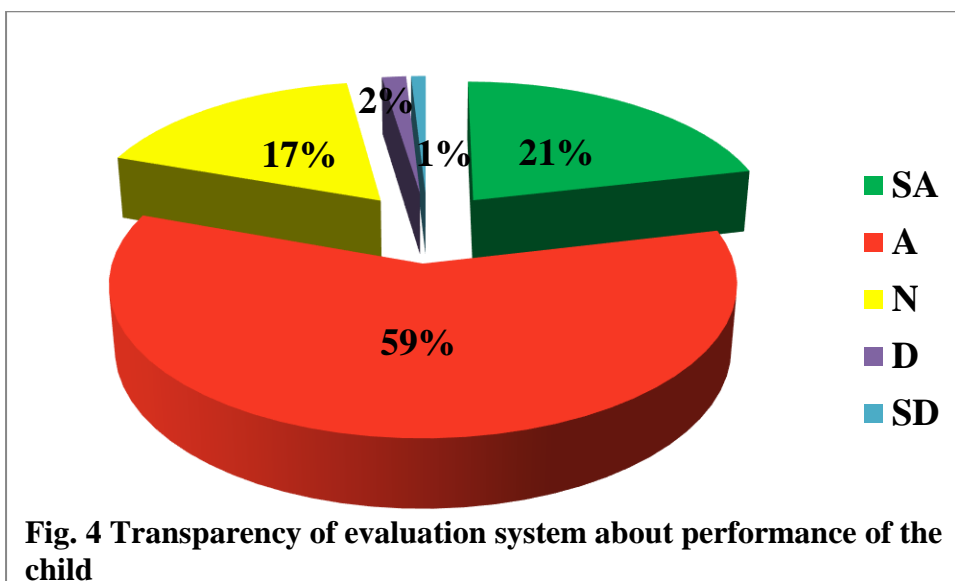
3. Do you think that the hostel, library and sports facilities provided in the college are adequate?

SA	A	N	D	SD
81	189	50	9	3



4. Do you think that there is transparency in the evaluation system at the college level?

SA	A	N	D	SD
71	196	57	5	3



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

SA	A	N	D	SD
76	205	42	8	1

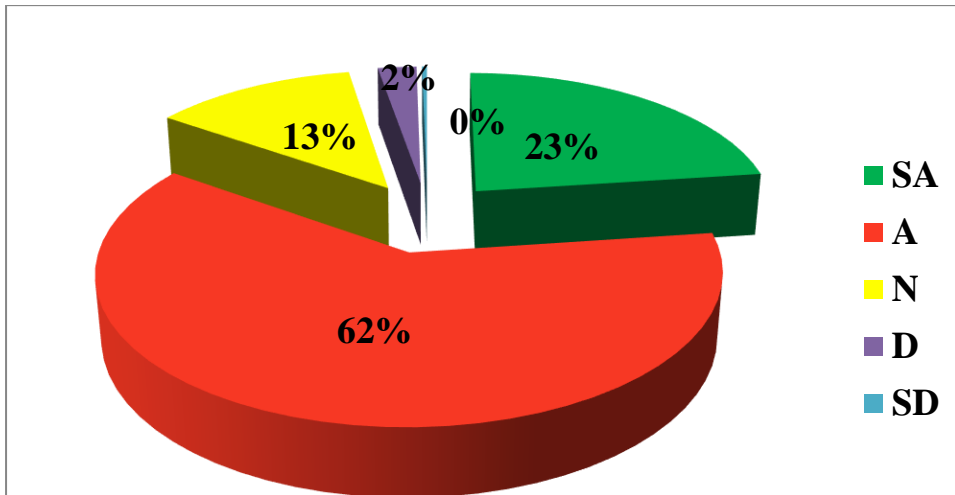


Fig. 5 Satisfaction for the communication of your child's performance

6. Are the security and safety measures in the college adequate?

SA	A	N	D	SD
93	194	35	8	2

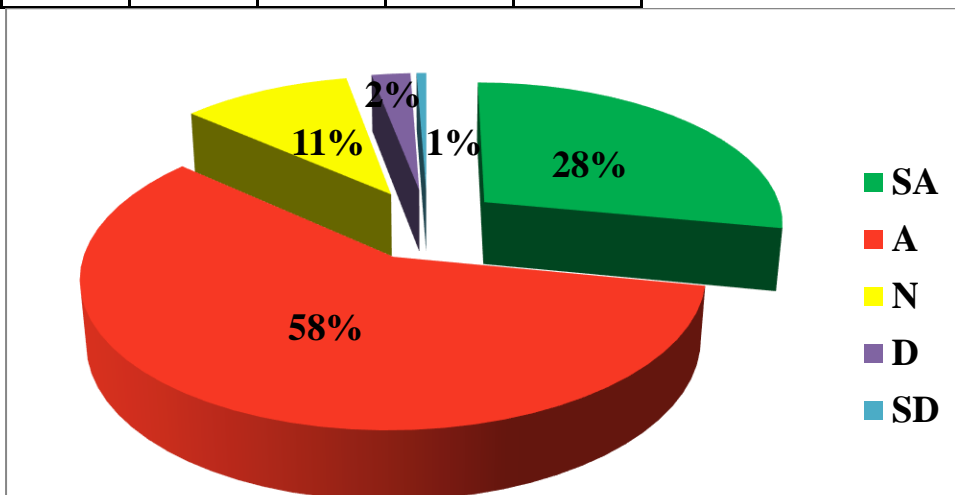
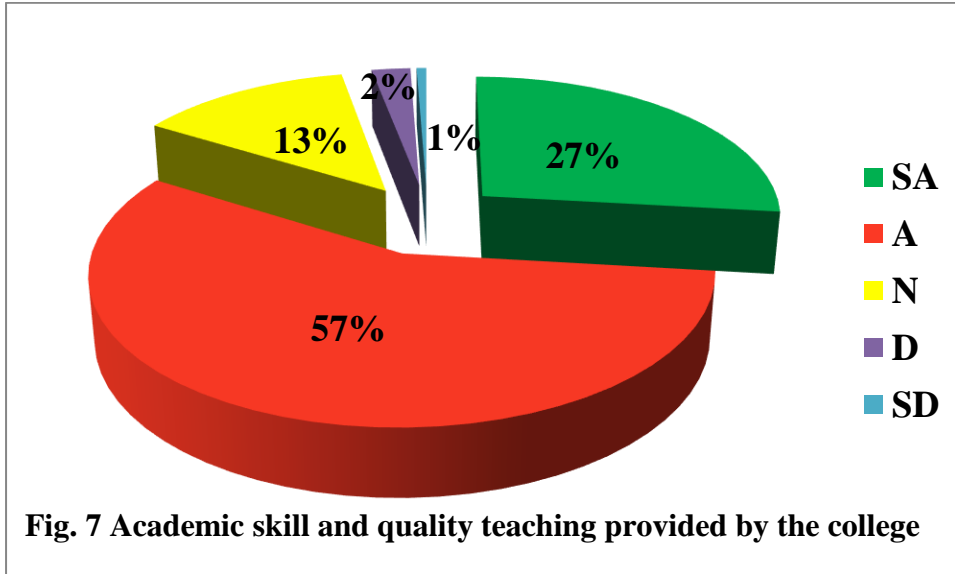


Fig. 6 Adequate security and safety measures in the college

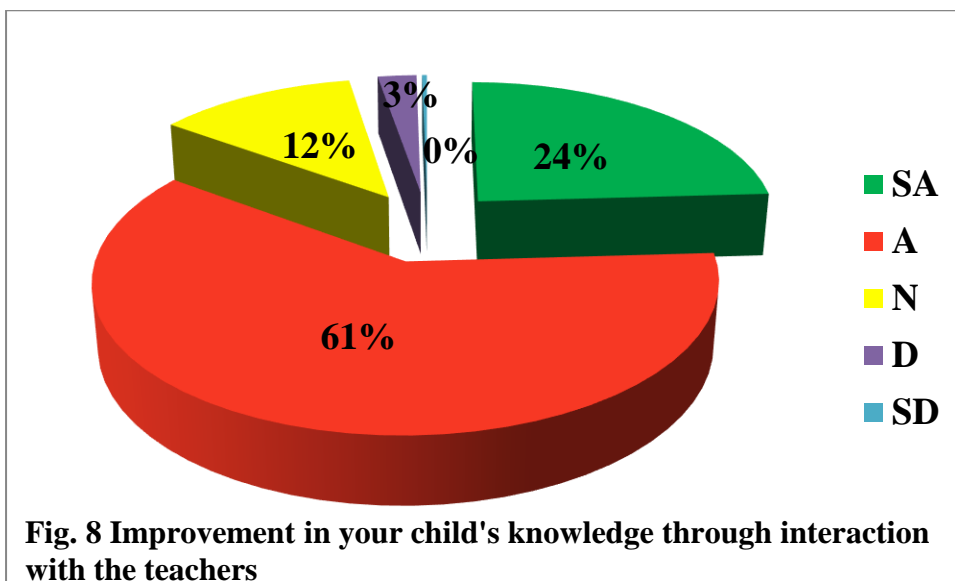
7. Do you think that the best academic skill and quality teaching provided in the college?

SA	A	N	D	SD
89	189	44	8	2



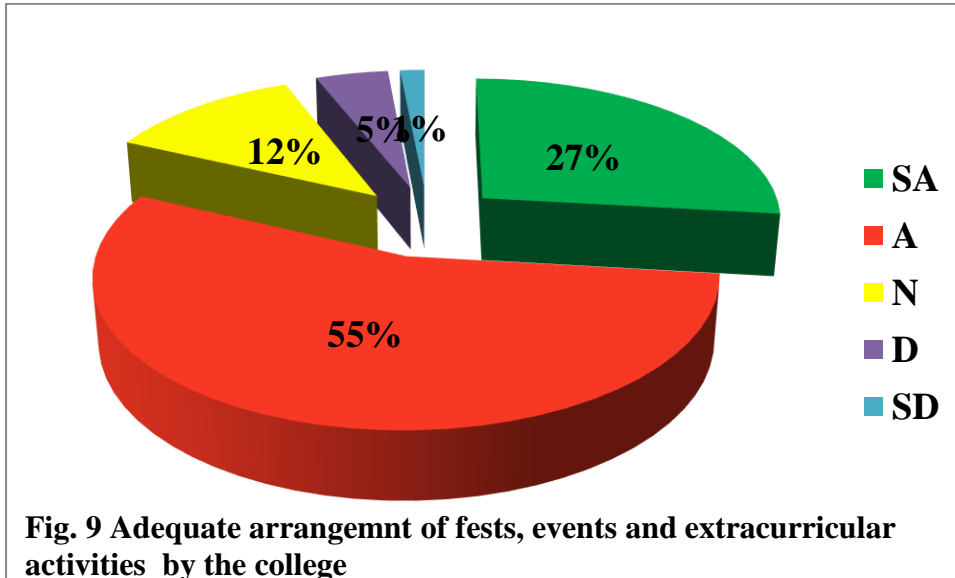
8. Is your child improving his/her knowledge base through interaction with the faculty of the college?

SA	A	N	D	SD
80	202	41	8	1



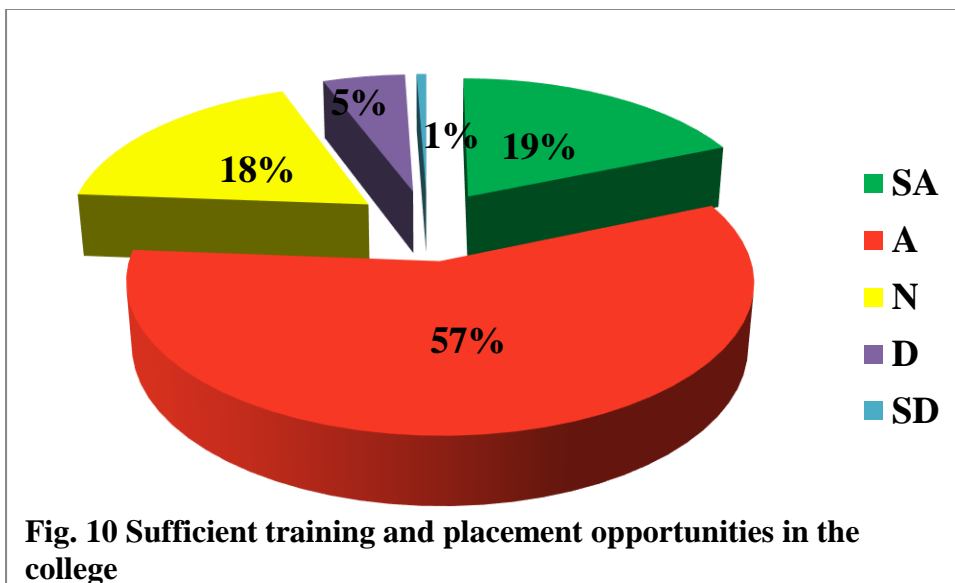
9. Are the festivals, events and extracurricular activities arranged by college adequate?

SA	A	N	D	SD
89	183	40	15	5



10. The training and placement opportunities, internship provided by the college is sufficient.

SA	A	N	D	SD
62	191	60	17	2



11. Do the quality and relevance of courses included into the curriculum help in improving learning?

SA	A	N	D	SD
76	196	49	9	2

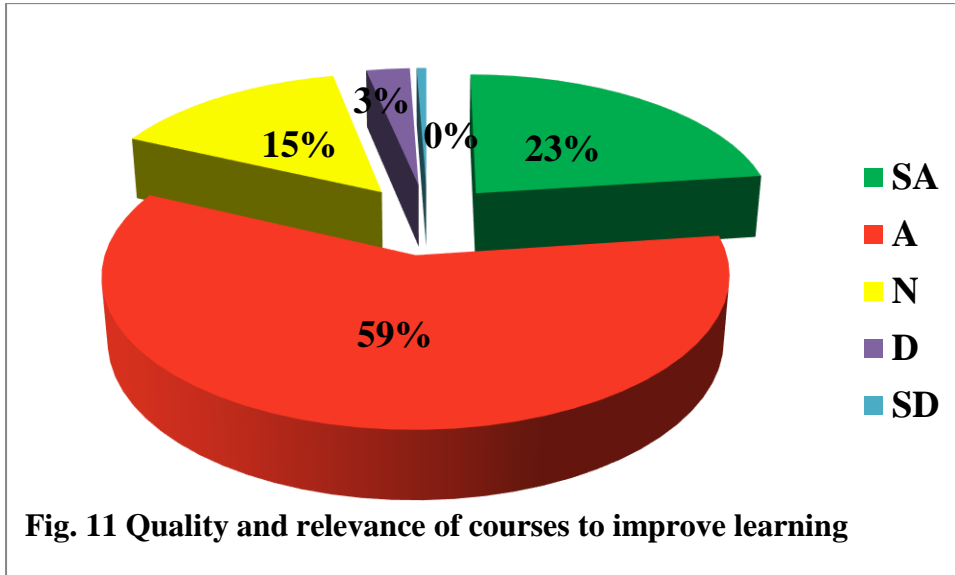


Fig. 11 Quality and relevance of courses to improve learning

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

SA	A	N	D	SD
82	200	41	7	2

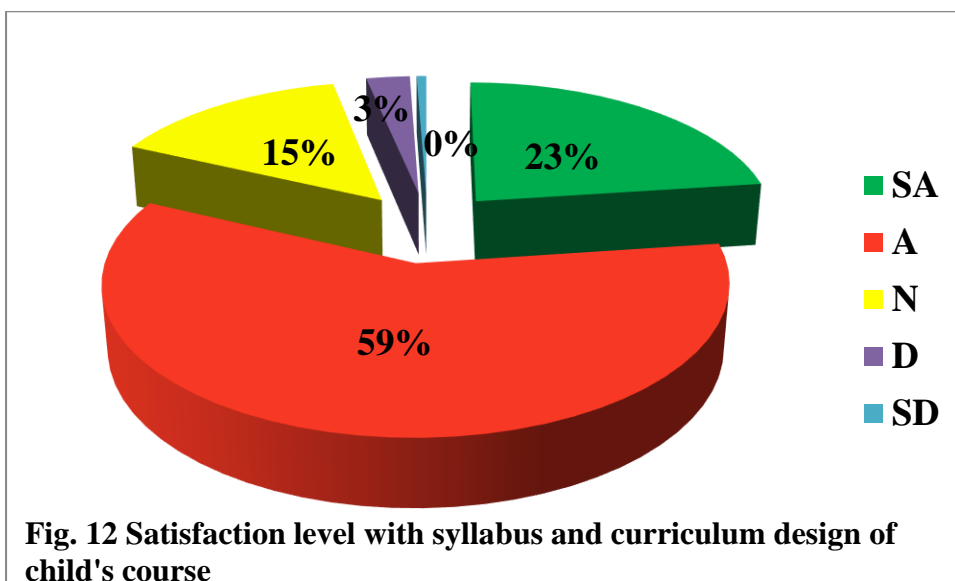


Fig. 12 Satisfaction level with syllabus and curriculum design of child's course

Feedback outcomes

1. Majority of the parents (85%) are satisfied with the infrastructural facilities available in the institute. Parents have agreed that adequate learning and online resources have been provided in the college. Only the negligible number of parents (2%) has submitted their dissatisfaction towards this criterion.
2. 83% of the parents are happy with the contribution of the college in personality development of their child.
3. 80% of the parents are satisfied with the transparency in the evaluation system in the college, negligible number have shown dissatisfaction with the process.
4. Many of the parents (85%) are satisfied with the procedure adopted by college for the communication about performance of their child. Parents teacher meetings are conducted every semester to tell about the performance.
5. 86% of the parents are happy with the security and safety measures adopted by the college. 3% of the parents show dissatisfaction regarding safety.
6. A vast number of parents (86%) have shown their very positive response regarding the academic skills and quality teaching provided in the college. 13% stand neutral while very low number (13%) demands improvement in the quality of teaching.
7. 85% of the parents have agreed that their child is improving their knowledge through interaction with college faculty. 12% of the parents stand neutral on this point.
8. 77% of the parents are happy with the job placements done through college, 6% have demanded more placement drives while 18% stands neutral.
9. Parents are very happy with co-curricular activities being carried out in the institute. 82% of the parents submitted that institute is carrying enough extra-curricular activities that help in overall growth and development of their child. Only 12% were neutral while 7% submitted dissatisfaction.
10. 82% of the parents are happy with course content and same number of parents is happy with the design of curriculum also. And same number of parents (4%) is dissatisfied with the curriculum design and course content.



Suggestions:

1. 24% of the parents have demanded for improved infrastructure of the college and also demanded for improved ICT resources to make learning more interactive.
2. 7% of the parents have demanded more educational trips and events to make the students learn about culture and event management.
3. Some of the parents (4%) have demanded for incorporating more real life concepts in the curriculum of the course to make it more learnable.



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 44 faculty members of the college:

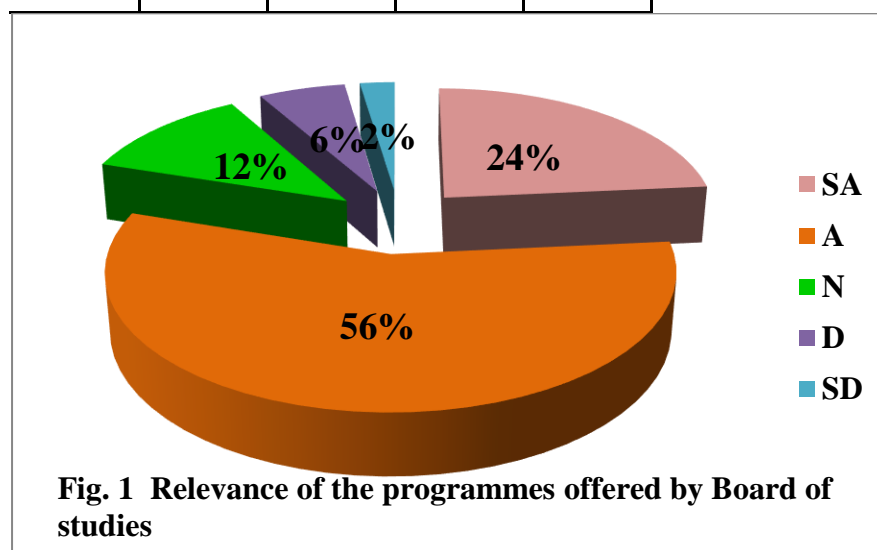
Type of Feedback	Number of responses
Faculty	44
Areas Assessed:	
<ol style="list-style-type: none"> 1. Curriculum Design and Development 2. Teaching, Learning, Evaluation & Research 3. Infrastructure 4. Governance 	

Faculty feedback graphs

1. CURRICULUM DESIGN AND DEVELOPMENT

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

SA	A	N	D	SD
2	30	9	3	0



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

SA	A	N	D	SD
3	24	12		1

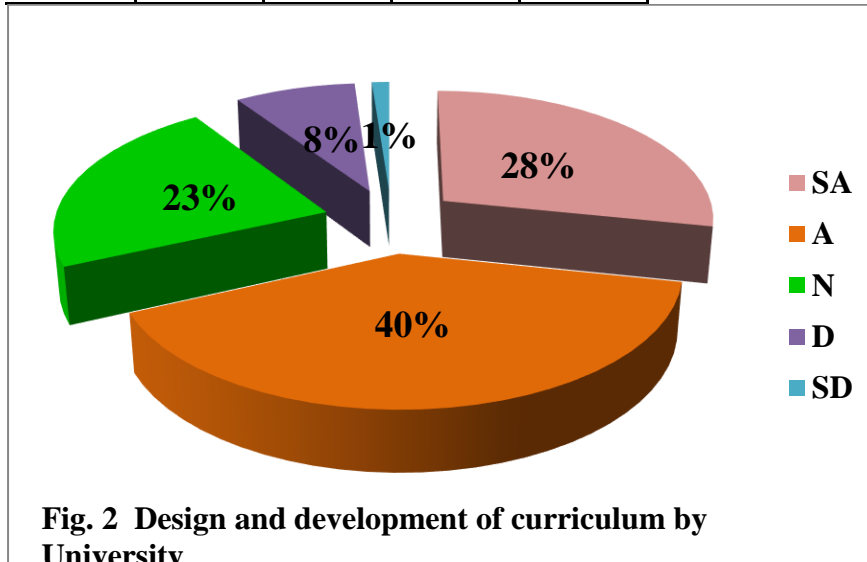


Fig. 2 Design and development of curriculum by University

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

SA	A	N	D	SD
7	16	8	9	4

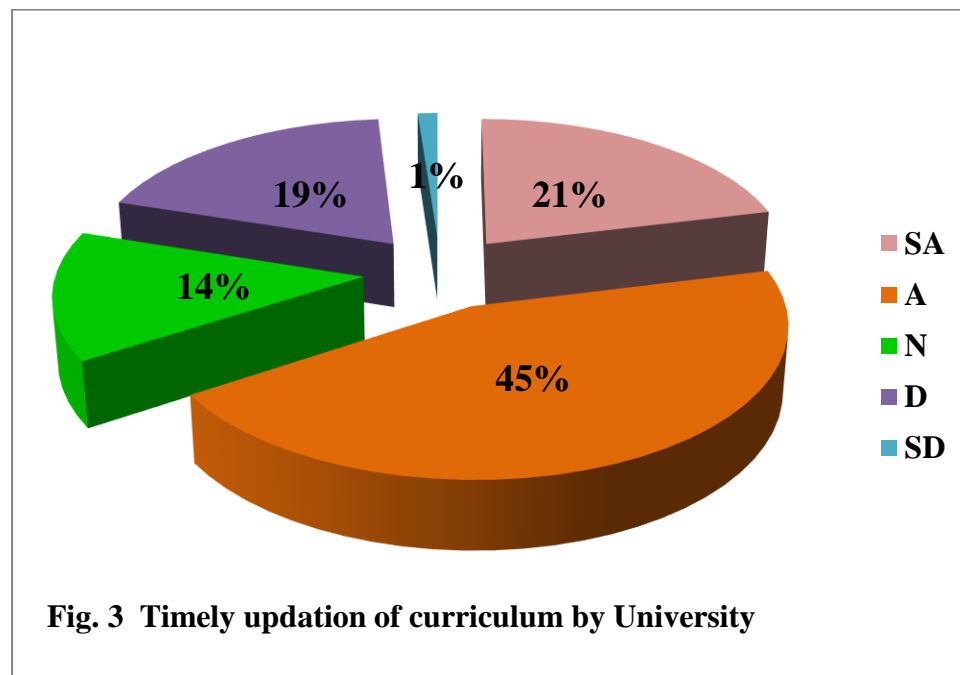
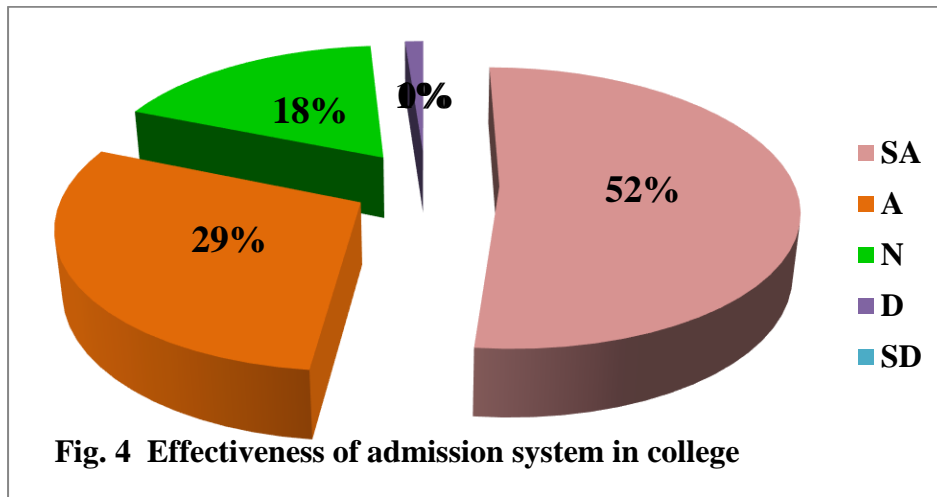


Fig. 3 Timely updation of curriculum by University

TEACHING, LEARNING, EVALUATION & RESEARCH

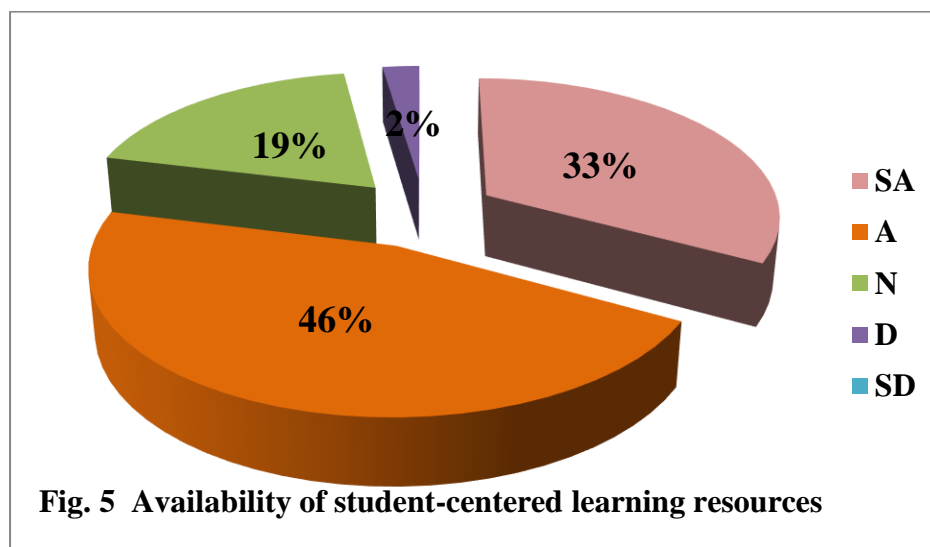
4. The admission process adopted by the college is effective to attract meritorious students.

SA	A	N	D	SD
12	22	9	1	0



5. Student centered learning resources are available in the Institution.

SA	A	N	D	SD
16	23	4	1	0



6. The faculty is updating their knowledge and skills.

SA	A	N	D	SD
20	20	4	0	0

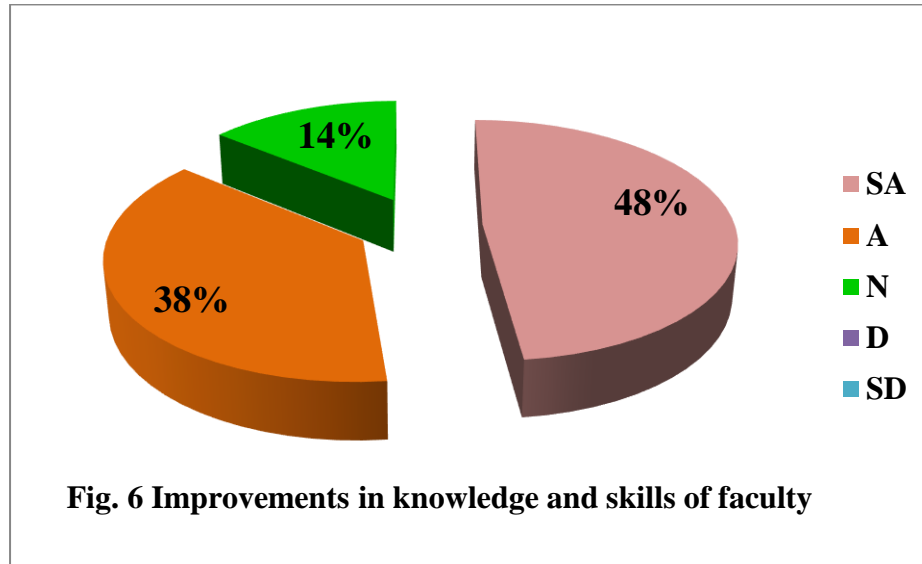


Fig. 6 Improvements in knowledge and skills of faculty

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

SA	A	N	D	SD
12	27	4	1	0

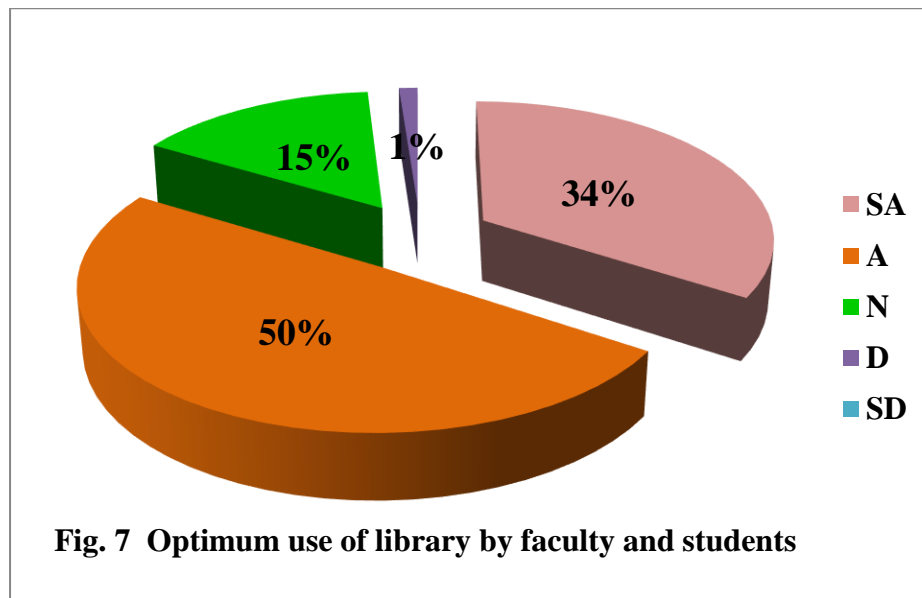


Fig. 7 Optimum use of library by faculty and students

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

SA	A	N	D	SD
10	23	8	3	

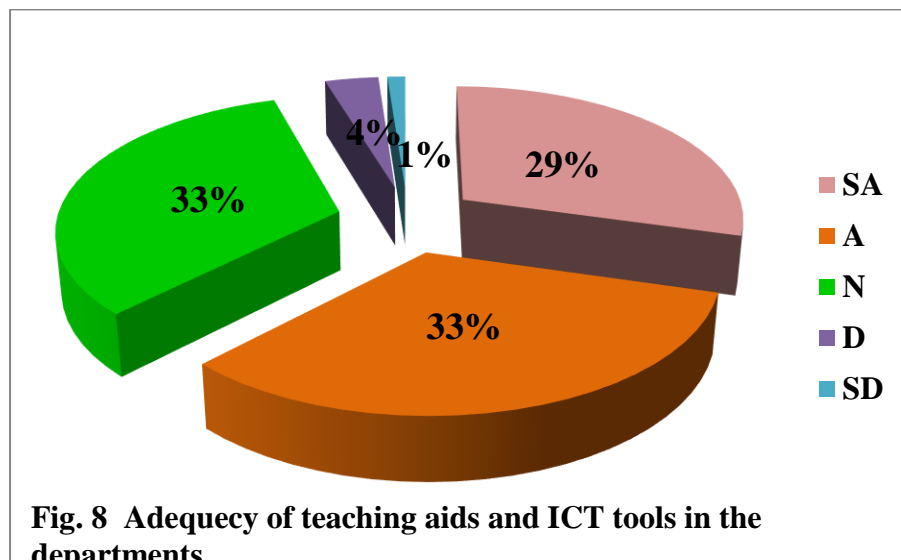


Fig. 8 Adequacy of teaching aids and ICT tools in the departments

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

SA	A	N	D	SD
20	20	3	1	

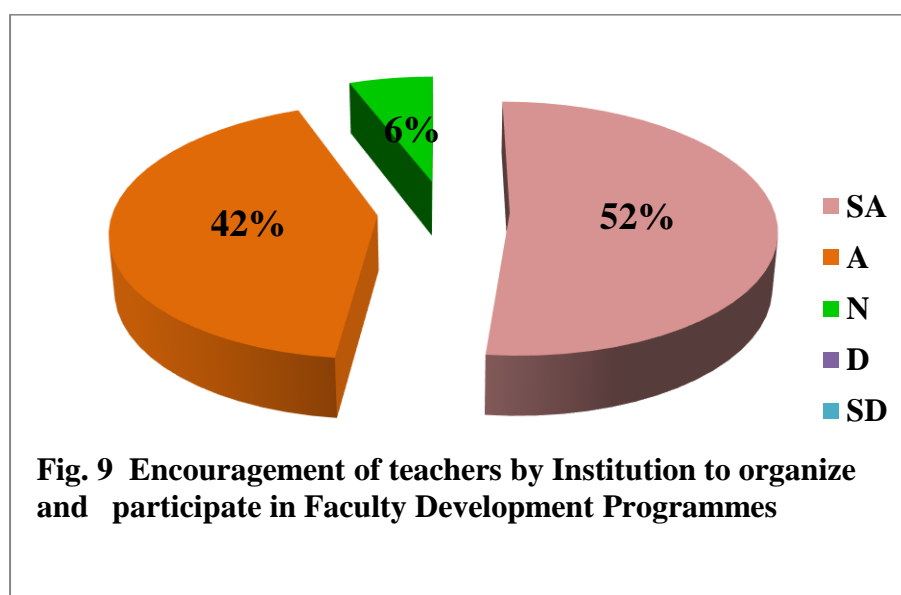
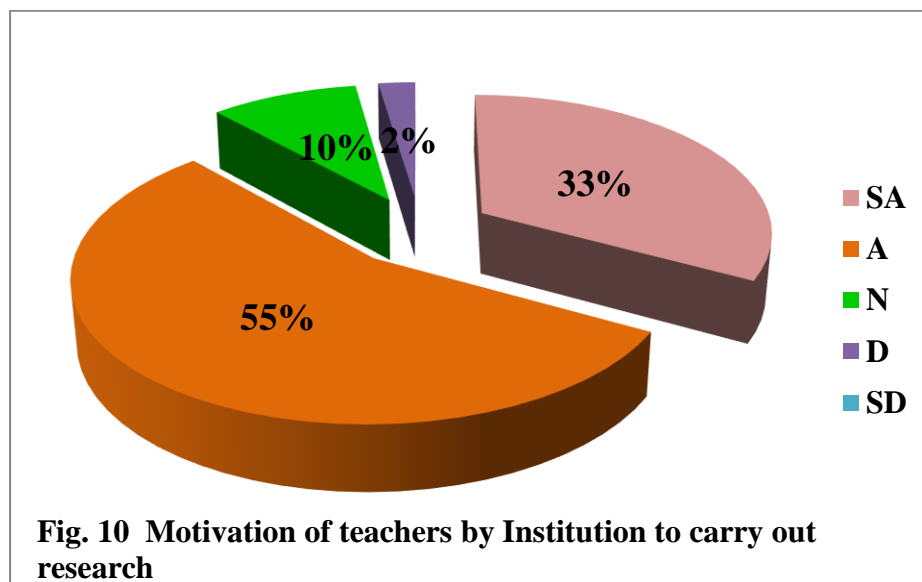


Fig. 9 Encouragement of teachers by Institution to organize and participate in Faculty Development Programmes

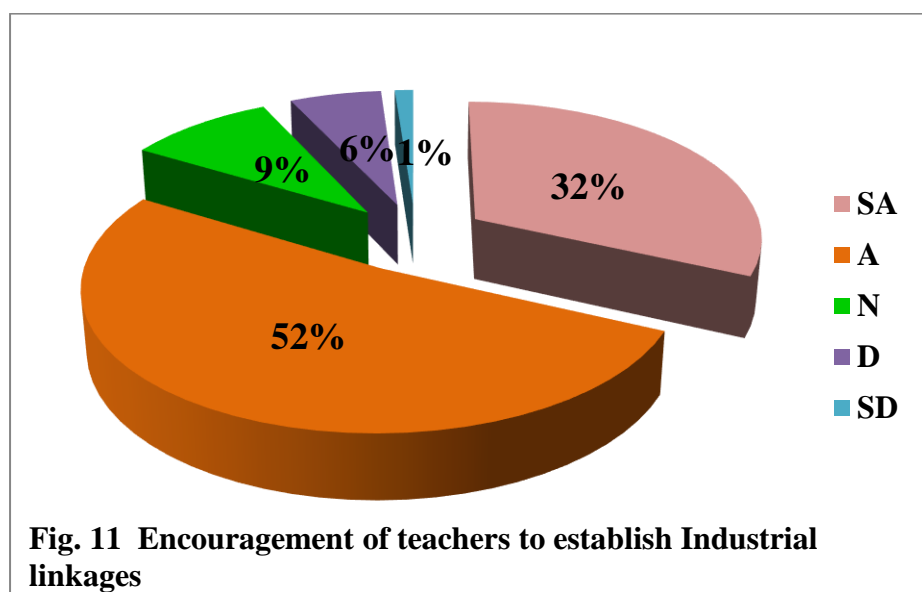
10. The teachers are encouraged to carry out research and to undertake extension service programmes.

SA	A	N	D	SD
13	24	6	1	



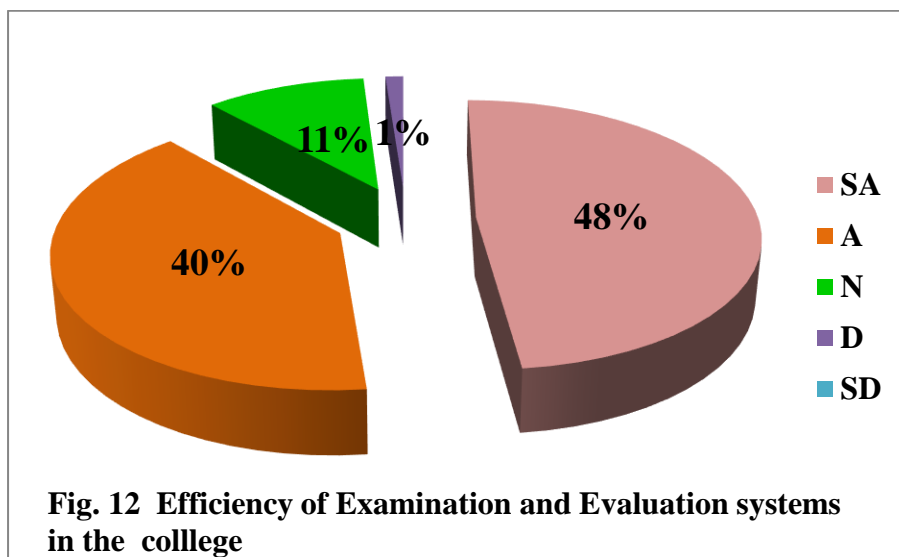
11. The teachers are encouraged to establish linkages with Industries.

SA	A	N	D	SD
15	21	7	1	0



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

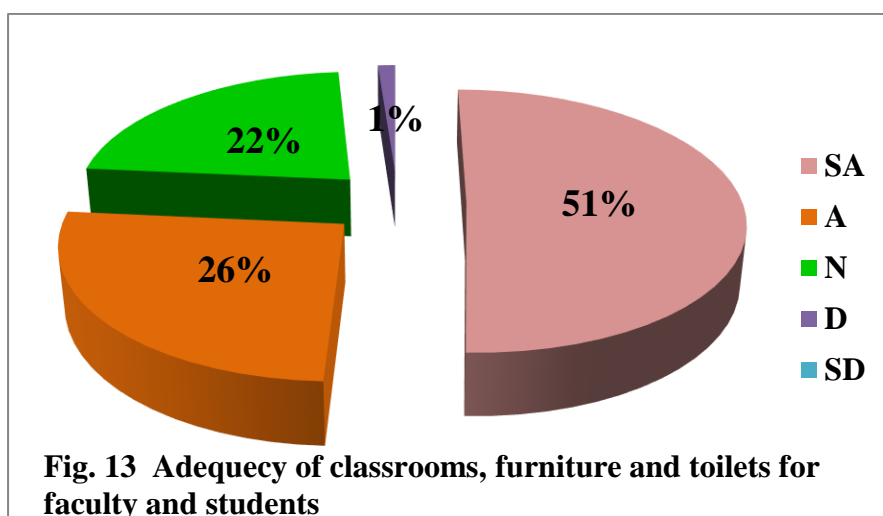
SA	A	N	D	SD
13	29	1	1	0



INFRASTRUCTURE

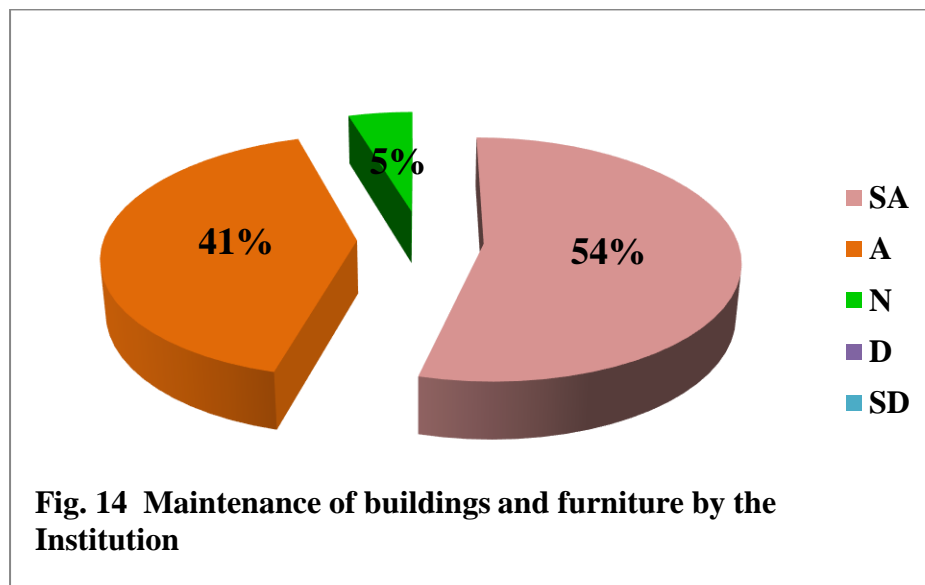
13. The class rooms, furniture and toilets available for faculty and students are adequate.

SA	A	N	D	SD
12	22	7	3	0



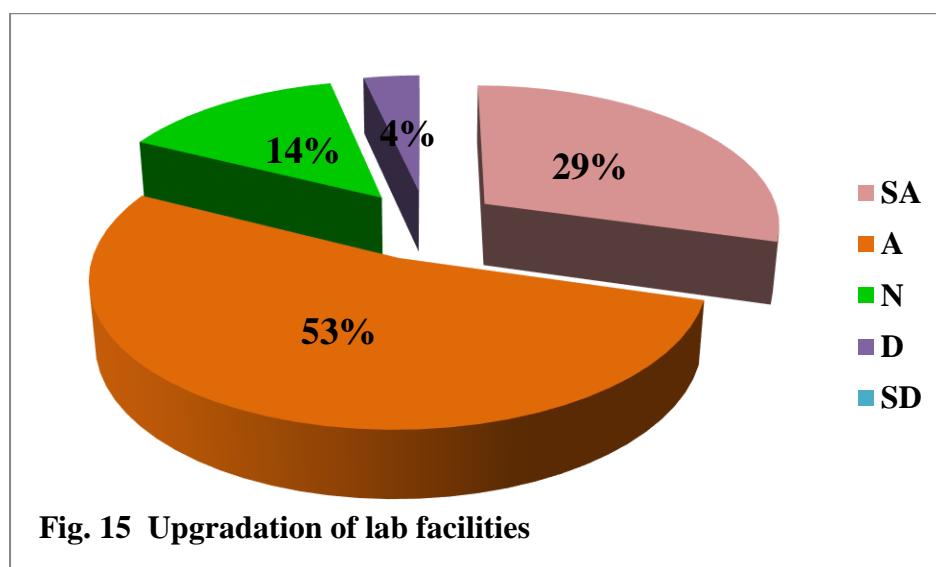
14. The buildings and furniture are well maintained.

SA	A	N	D	SD
15	21	5	3	0



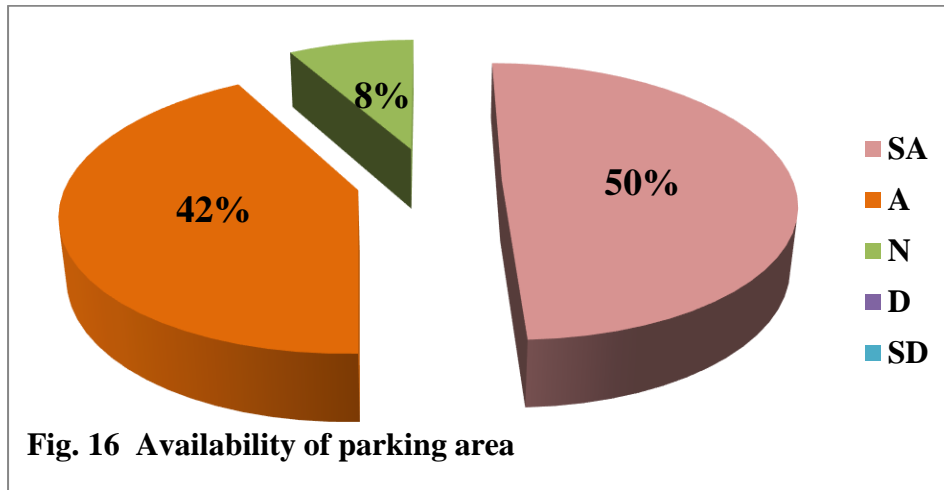
15. The labs are adequately equipped and upgraded (wherever applicable).

SA	A	N	D	SD
13	21	8	2	0



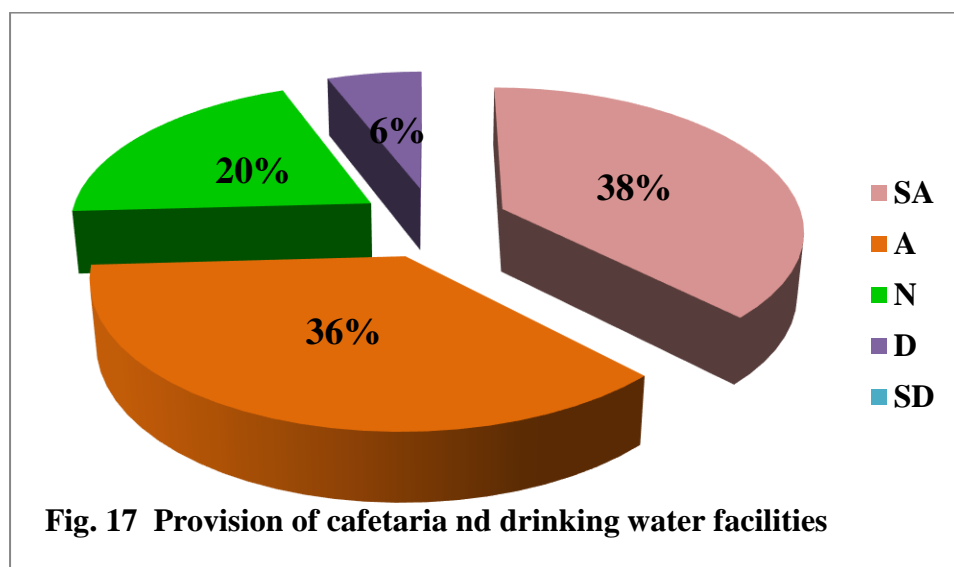
16. Parking facilities are available adequately.

SA	A	N	D	SD
20	19	3	2	0



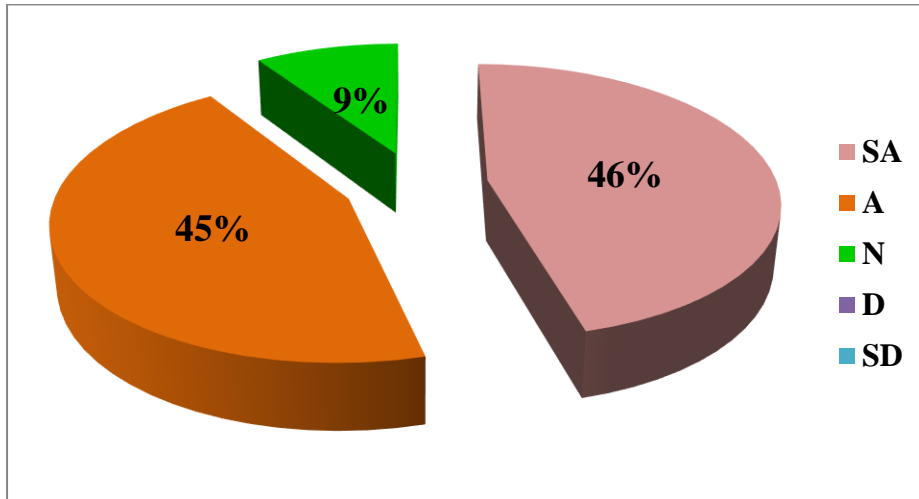
17. Cafeteria and drinking water facilities are adequately provided.

SA	A	N	D	SD
8	25	7	4	0



18. Sports infrastructure is adequate.

SA	A	N	D	SD
7	30	6	1	0



GOVERNANCE

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

SA	A	N	D	SD
7	26	10	1	0

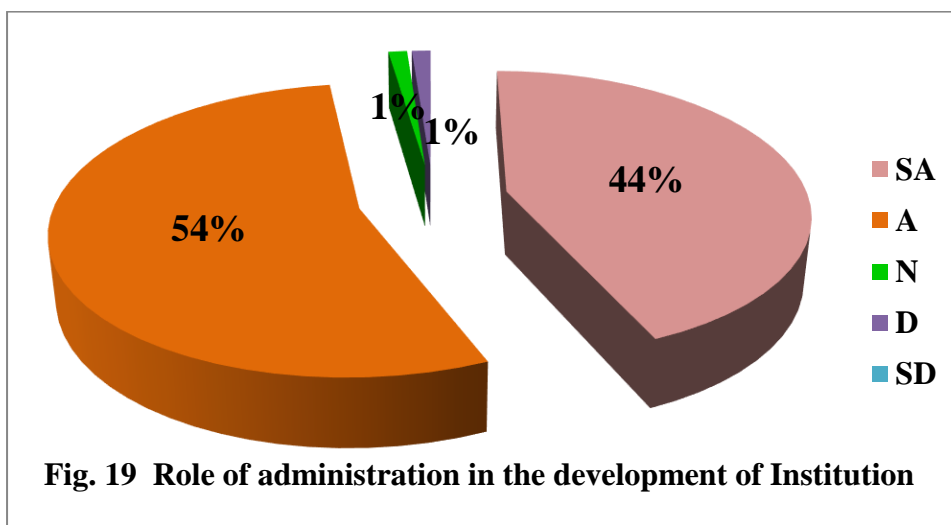
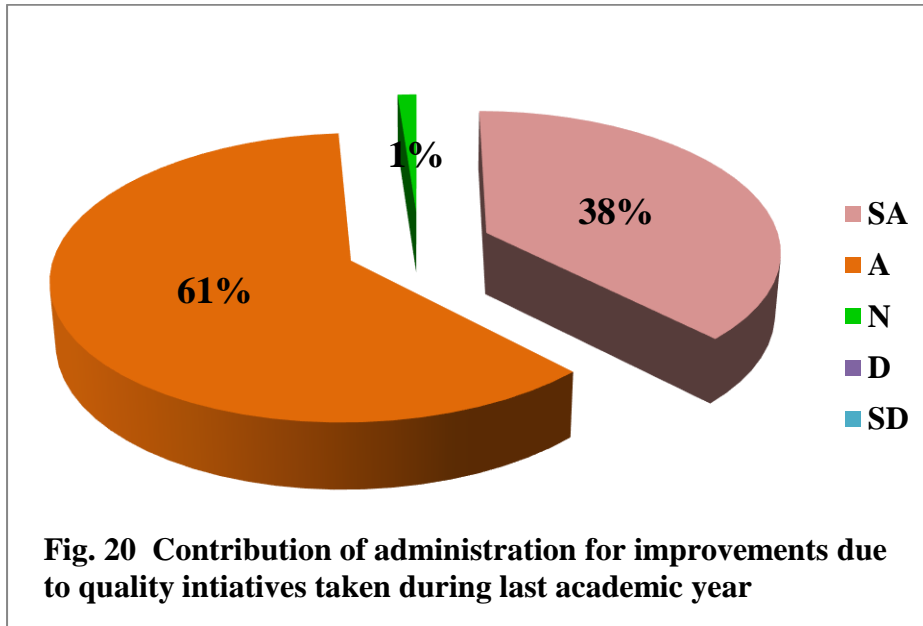


Fig. 19 Role of administration in the development of Institution

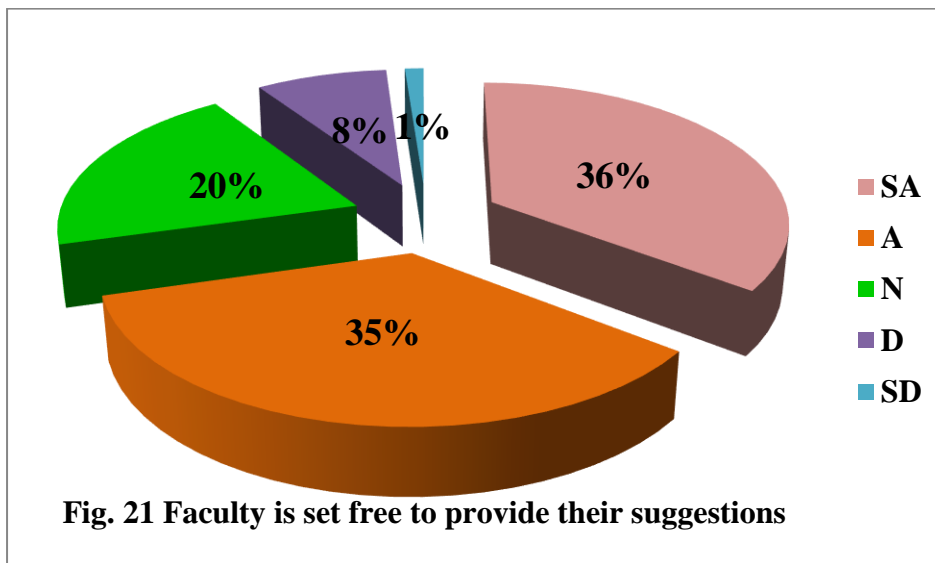
20. The quality initiatives taken up during the last academic year are contributing for improvement.

SA	A	N	D	SD
5	30	9	0	0



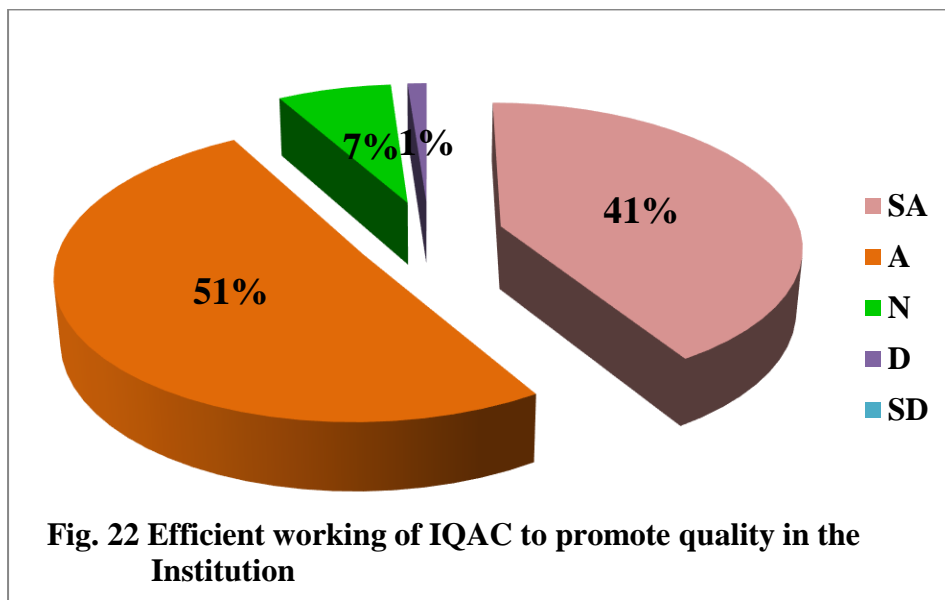
21. The faculty has the freedom to express their opinions.

SA	A	N	D	SD
5	23	13	3	0



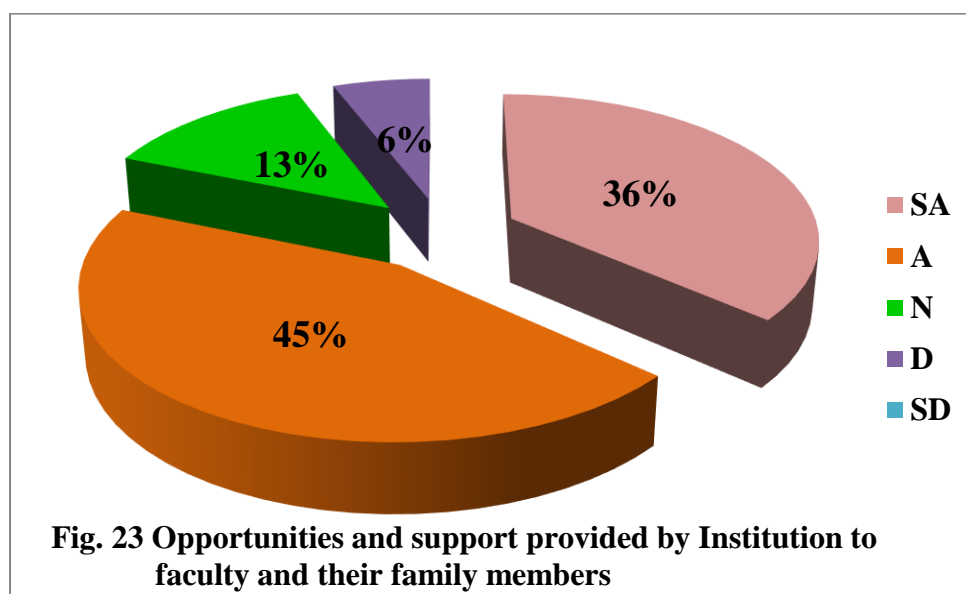
22. The IQAC is working well for promoting quality in the institution.

SA	A	N	D	SD
3	26	14	1	0



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

SA	A	N	D	SD
4	19	18	3	0



Feedback outcomes

- 80% of the faculty members are satisfied with the 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. 24% of the faculty is neutral on this point while 8 % 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. 68% of the faculty is happy with design and curriculum implementation in the university. 22% of the faculty is neutral where 10% of the faculty have shown dissatisfaction in the implementation.
- 66% of the faculty members are satisfied with the curriculum updating while 14% stands neutral. 20% of the faculty members have demanded the updation in the curriculum.
- 81% of the faculty members are very much satisfied with the admission process adopted by the college to attract meritorious students while only 1% have shown dissatisfaction towards the criterion.
- 94% of the faculty is updating their knowledge and skills through seminars, workshop, orientation courses, refresher course, research papers etc. 83% faculty members' shows positive response towards the optimal utilization of the library by faculty and the students.
- 62% of the faculty members are satisfied with the efficiency of ICT tools in the various departments.
- Majority of the faculty shows their satisfaction towards the classroom and furniture availability (77%), maintenance of building and furniture (95%) and labs and equipment (82%).
- 91% of the faculty members have agreed that sports infrastructure is adequate in the college campus for the students as well as faculty can also use the same.
- A good number of faculty (97%) have agreed that quality initiatives have been taken during last academic year are contributing in quality improving.

Suggestion based on feedback analysis

- Approximately (20%) of the faculty members are disagree on the university curriculum. It has been demanded by some of the faculty members that the university should include more practical subjects in the curriculum to enhance the skill development of the students.
- 20% of the faculty members have expressed that institution should make more attractive policies to attract meritorious students.
- 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.
- Teachers have focused on the industry linkage to improve placements through college campus placement drives.
- Many of the faculty members (26%) suggested improving the quality of food in the cafeteria and watering facility in the campus.
- Faculty have demanded to make some policies regarding support to faculty members and their family members in need.



Support Staff

Feedback

Analysis

Support Staff Feedback Analysis

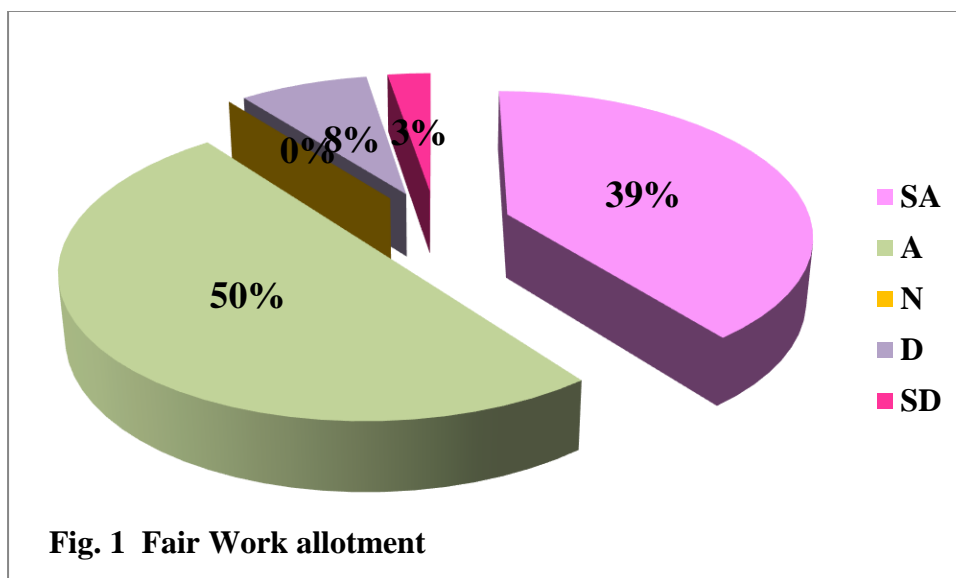
In an HEI, support staff plays the role of the foundation on which the superstructures of administration and teaching-learning stand. Therefore, the feedback from support staff plays a vital role in enhancing the performance of the institution. Given below is the feedback from 38 members from the support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

Type of Feedback	Number of responses
Supporting staff	38
Areas Assessed:	
5. Promotion and work allotment	
6. Understanding of roles and responsibilities	
7. Administration support	
8. Infrastructural facilities	

Supporting staff feedback graphs

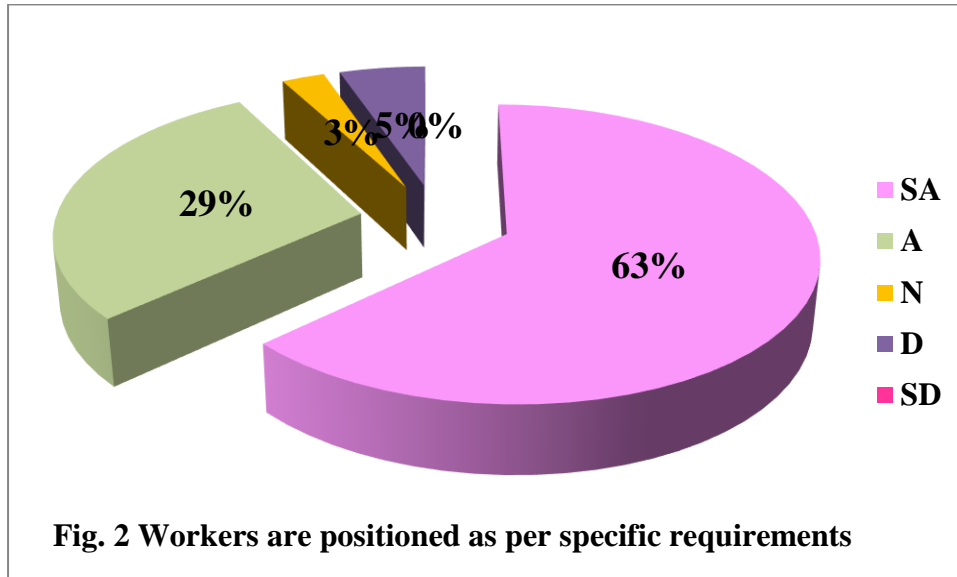
1. The work allotment is fair.

SA	A	N	D	SD
15	19	0	3	1



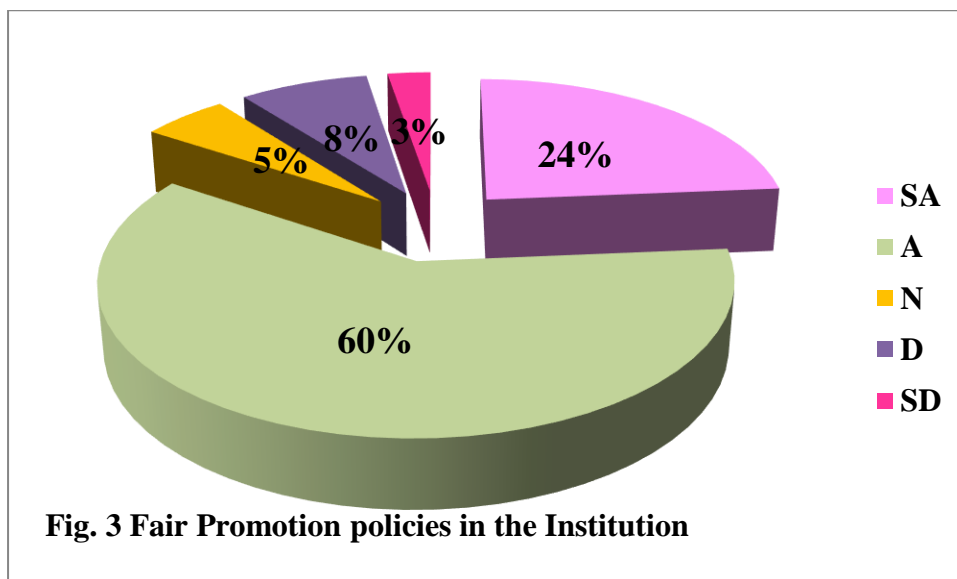
2. The placement of the employees is according to their abilities.

SA	A	N	D	SD
24	11	1	2	0



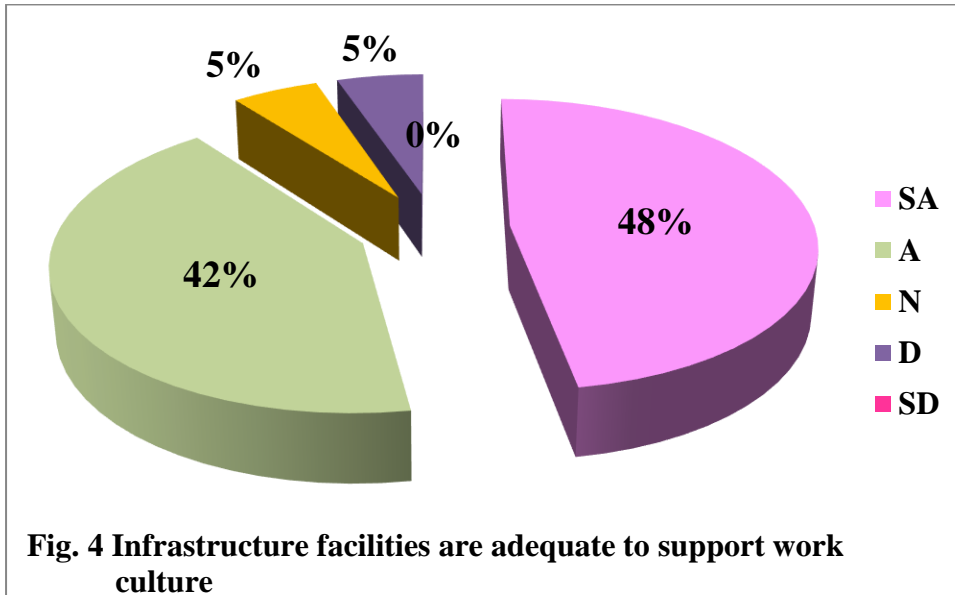
3. The promotion policies of the college are encouraging.

SA	A	N	D	SD
9	23	2	3	1



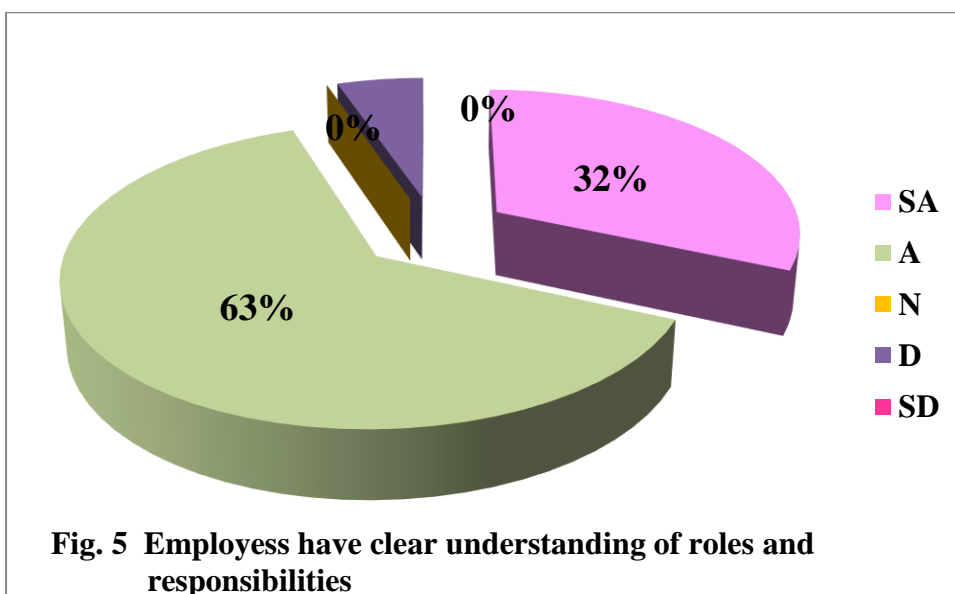
4. The infrastructure facilities are satisfactory.

SA	A	N	D	SD
18	16	2	2	0



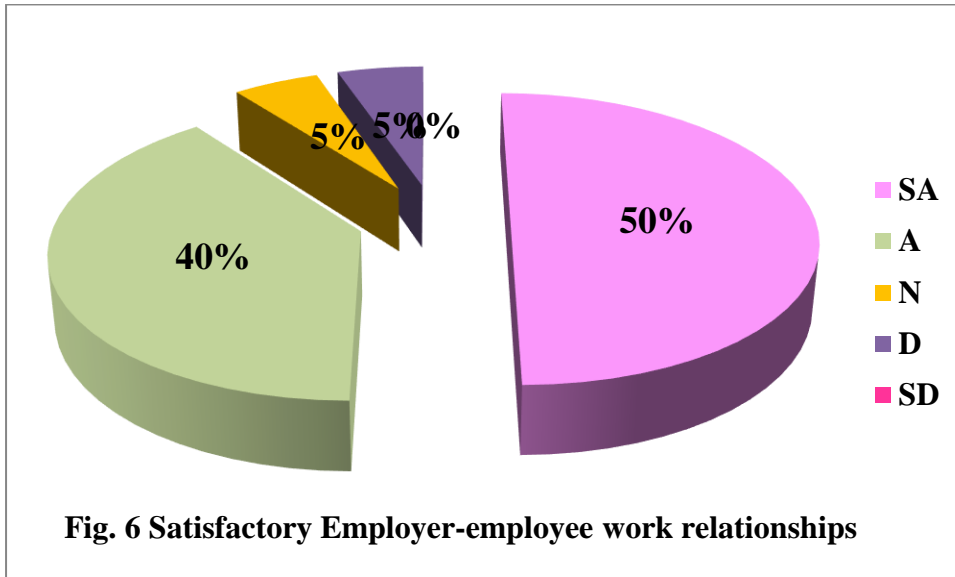
5. The employees are having clear understanding of their roles and responsibilities.

SA	A	N	D	SD
12	24	0	2	0



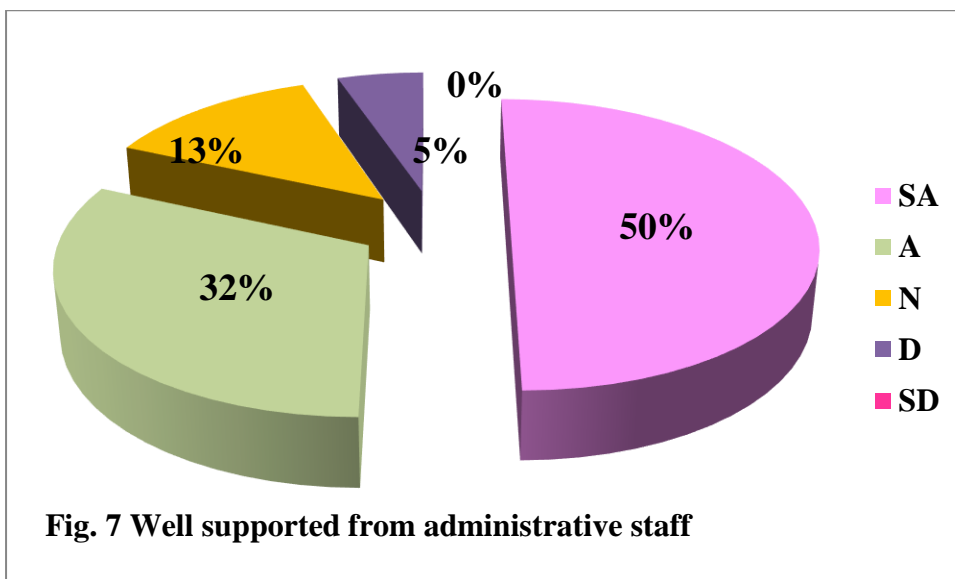
6. The employer-employee relationships are fine.

SA	A	N	D	SD
19	15	2	2	0



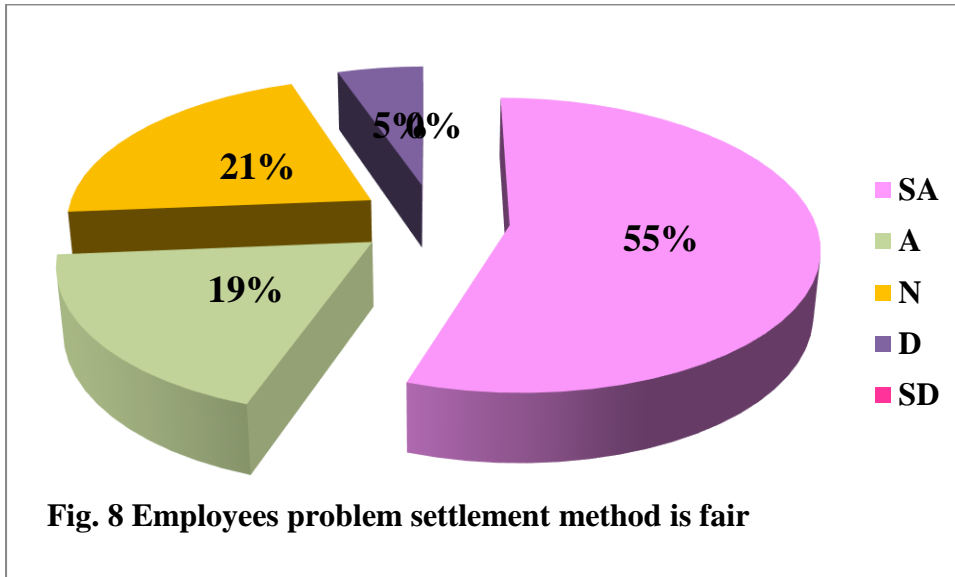
7. Administration is cooperative.

SA	A	N	D	SD
19	12	5	2	0



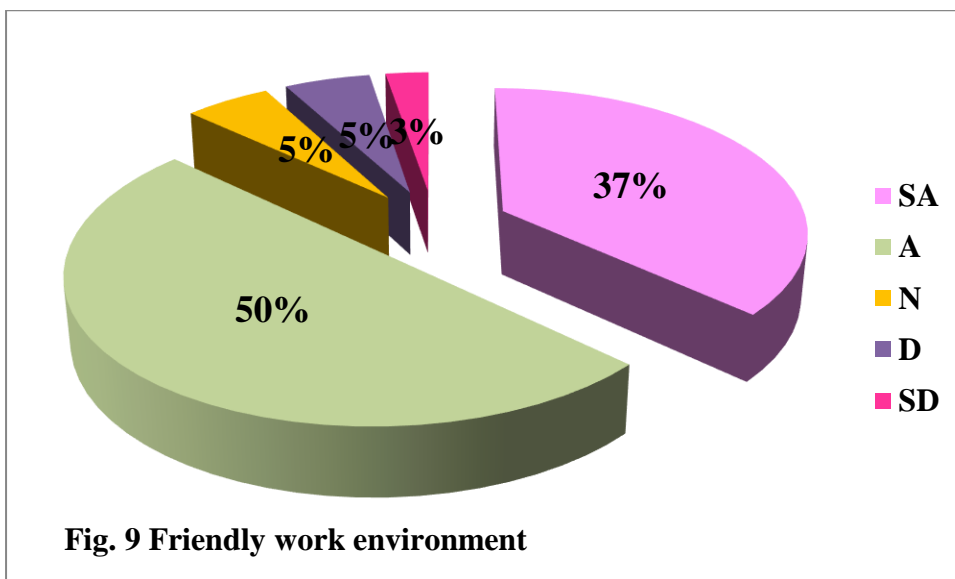
8. The problems of employees are settled fairly.

SA	A	N	D	SD
21	7	8	2	0



9. Working environment is friendly.

SA	A	N	D	SD
14	19	2	2	1



Feedback outcomes

1. Majority (89%) of the support staff members have shown satisfaction with fair work allotment while 11% shown dissatisfaction with the allotment.
2. 92% of the support staff members agreed on the placement of the staff is according to their abilities. However, 5% have suggested adopting new policies for placements.
3. 85% of the supporting staff members are agreed with the encouraging policies of the promotion while 11% of the respondents have shown their dissatisfaction.
4. Many support staff members (89%) are agreed on the infrastructure facilities of the college.
5. Employees (95%) have expressed their satisfaction regarding the clear role and responsibilities of employees.
6. 82% of the staff admitted that administration is co-operative and supporting the staff in every aspect and 73% of the employees agreed that their problems are settled fairly.
7. Majority of support staff (87%) are satisfied with the friendly work environment.

Suggestions

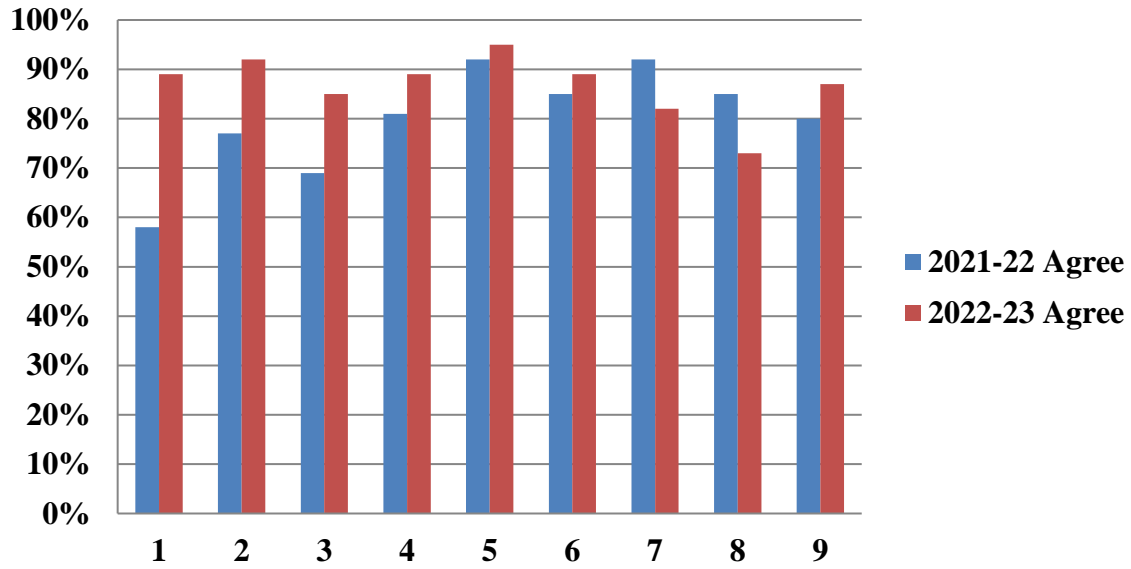
1. Few of the support staff (11%) members have expressed that promotion policies should be revised according to the skills or the new skills learnt during the job.
2. The work allotment policy needs to be more adjustable according to the abilities and the competence of the support staff.

Comparative Analysis

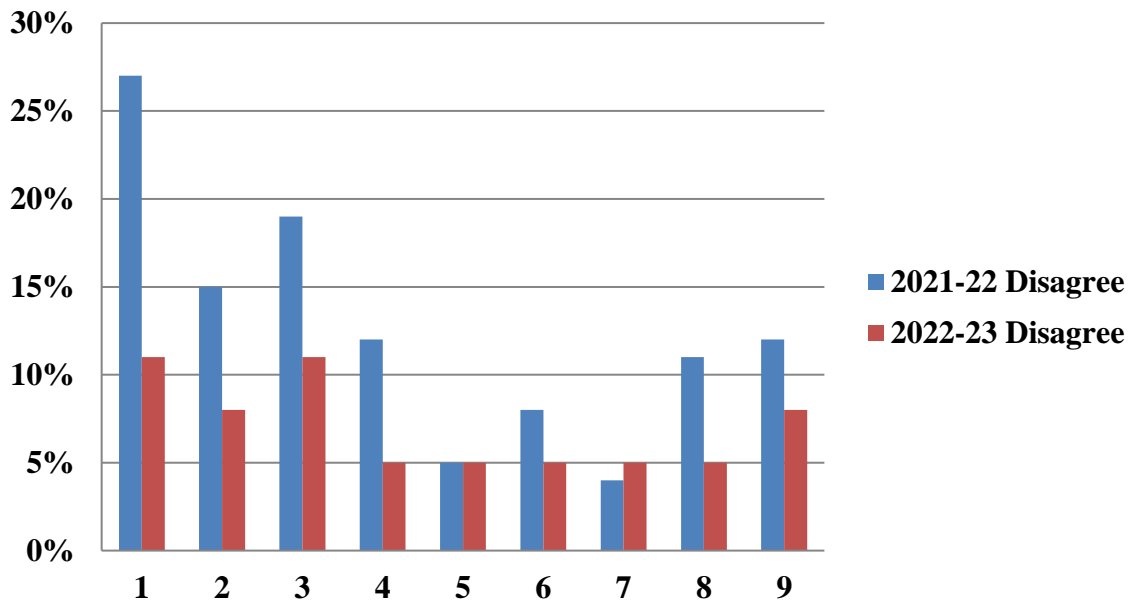
Support staff feedback comparison

Sr. no.	Questions	2021-22		2022-23	
		Agree	Disagree	Agree	Disagree
1.	The work allotment is fair.	58%	27%	89%	11%
2.	The placement of the employees is according to their abilities.	77%	15%	92%	8%
3.	The promotion policies of the college are encouraging	69%	19%	85%	11%
4.	The infrastructure facilities are satisfactory	81%	12%	89%	5%
5.	The employees are having clear understanding of their roles and responsibilities.	92%	5%	95%	5%
6.	The employer-employee relationships are fine.	85%	08%	89%	5%
7.	Administration is cooperative	92%	4%	82%	5%
8.	The problems of employees are settled fairly	85%	11%	73%	5%
9.	Work environment is friendly.	80%	12%	87%	8%

Comparison of Satisfaction level of Support Staff feedback of two years



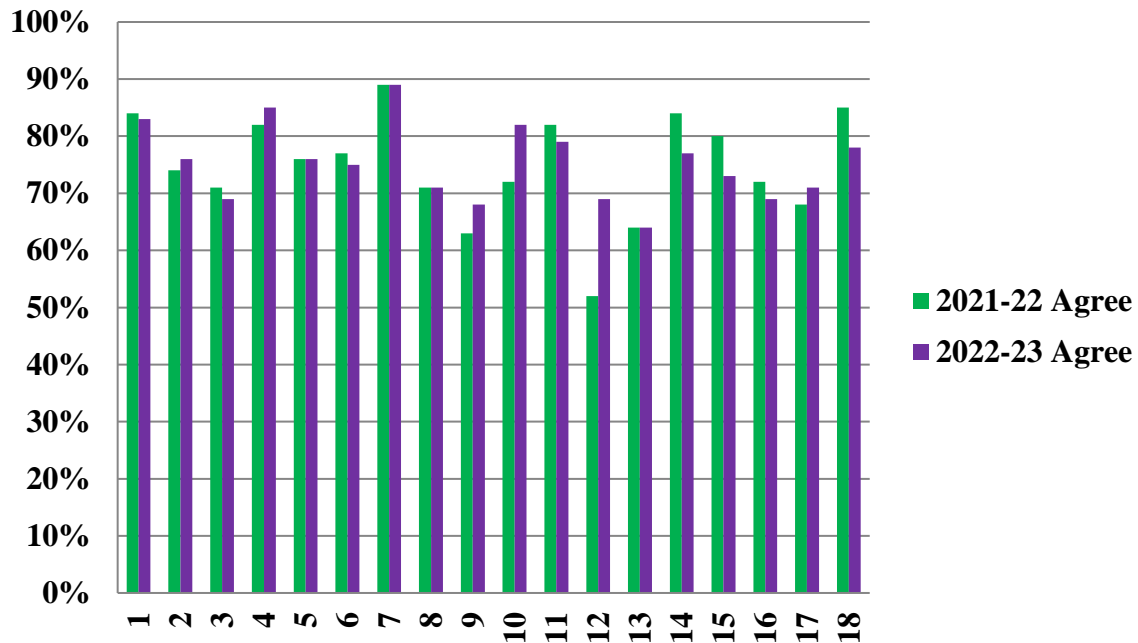
Comparison of Satisfaction level of Support Staff feedback of two years



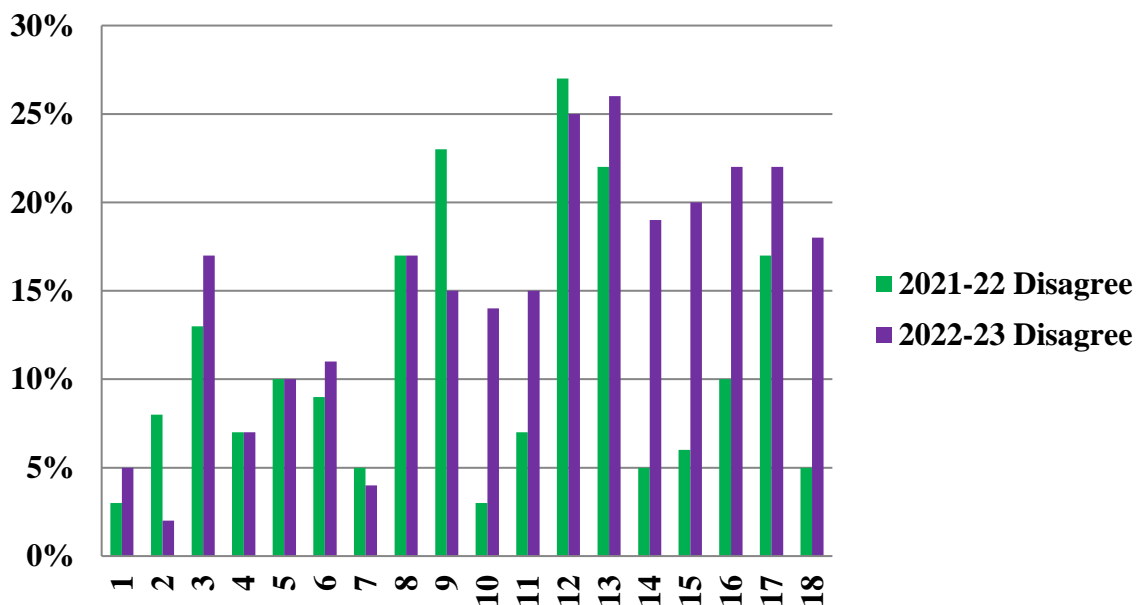
Student feedback Comparison

Sr. no.	Questions	2021-22		2022-23	
		Agree	Disagree	Agree	Disagree
1.	Availability of courses	84%	3%	83%	5%
2.	Overall process of enrolment of students in classes including advising, registration and fee payment	74%	8%	76%	2%
3.	Student Support System such as financial assistance, Annual awards, freeships and scholarships	71%	13%	69%	17%
4.	Safety measures of Institution for students	82%	7%	85%	7%
5.	Cleanliness in the Campus	76%	10%	76%	10%
6.	Infrastructure including Classrooms and laboratories	77%	9%	75%	11%
7.	Library Facilities	89%	5%	89%	4%
8.	Computer and Internet Facilities	71%	17%	71%	17%
9.	Hostel facilities such as common room, diet, cleanliness and medical facility	63%	23%	68%	15%
10.	Sports facilities	72%	3%	82%	14%
11.	Transportation & Parking facilities	82%	7%	79%	15%
12.	Canteen Facility	52%	27%	69%	25%
13.	Medical Help (If needed)	64%	22%	64%	26%
14.	Evaluation system such as class test ,term test, internal assessment is fair and unbiased	84%	5%	77%	19%
15.	Access to administrative authorities	80%	6%	73%	20%
16.	Grievance Redressal	72%	10%	69%	22%
17.	Career counseling and placement	68%	17%	71%	22%
18.	Syllabus design & curriculum of the program you are pursuing	85%	5%	78%	18%

Comparison of Satisfaction level of Student feedback of two years



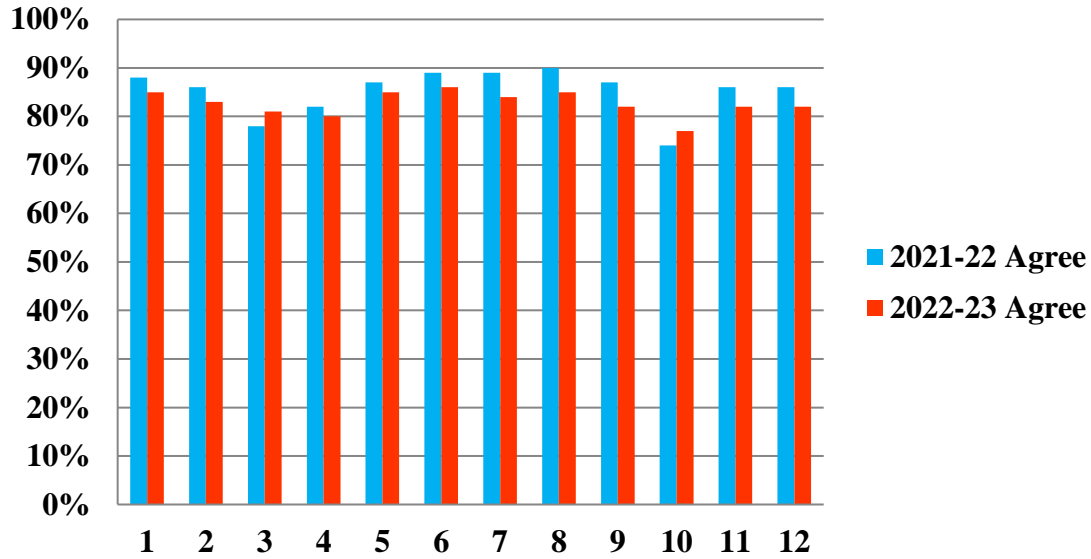
Comparison of Satisfaction level of Student feedback of two years



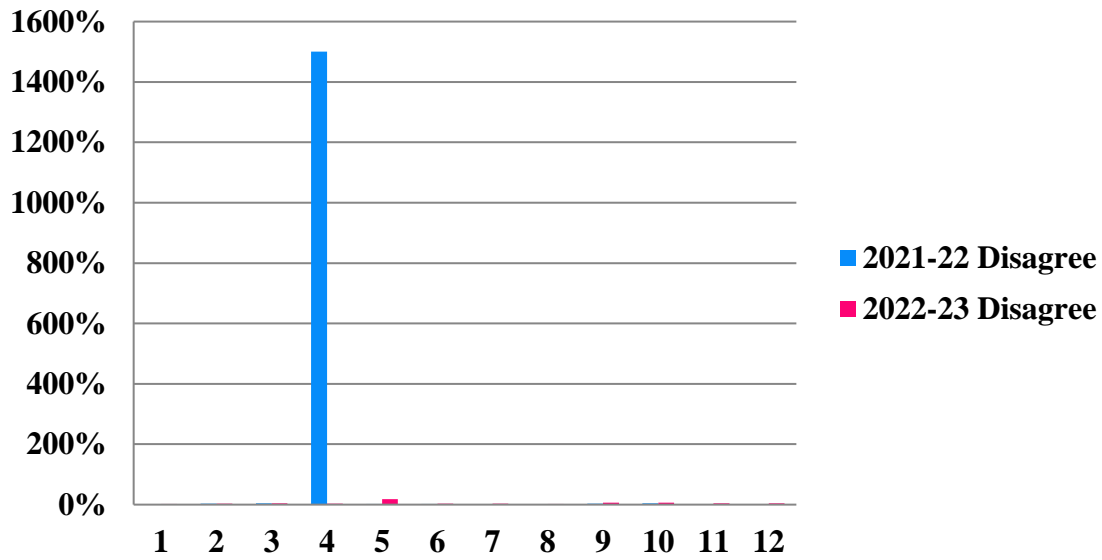
Parent feedback comparison

Sr. no.	Questions	2021-22		2022-23	
		Agree	Disagree	Agree	Disagree
1.	Are you satisfied with infrastructure of the college and learning resources provided to your child?	88%	1%	85%	2%
2.	Do you think that the college environment is helpful for the overall development of your child?	86%	3%	83%	3%
3.	Do you think that hostel, library and sports facilities provided in the college are adequate?	78%	4%	81%	4%
4.	Do you think that there is transparency in the evaluation system at the college level?	82%	15	80%	3%
5.	Are you satisfied with the procedure adopted by the college for the communication of your child's performance?	87%	2%	85%	18%
6.	Are the security and safety measures in the college adequate?	89%	2%	86%	3%
7.	Do you think that the best academic skill and quality teaching provided in the college?	89%	1%	84%	3%
8.	Is your child improving his/her knowledge base through interaction with the faculty of the college?	90%	1%	85%	2%
9.	Are the festivals, events and extracurricular activities arranged by college adequate?	87%	3%	82%	7%
10.	The training & placement opportunities, internship provided by the college is sufficient.	74%	4%	77%	6%
11.	Do the quality and relevance of courses included into the curriculum help in improving learning?	86%	0%	82%	4%
12.	Are you satisfied with the Syllabus and curriculum design of your child's course?	86%	0%	82%	4%

Comparison of Satisfaction level of parent feedback of two years



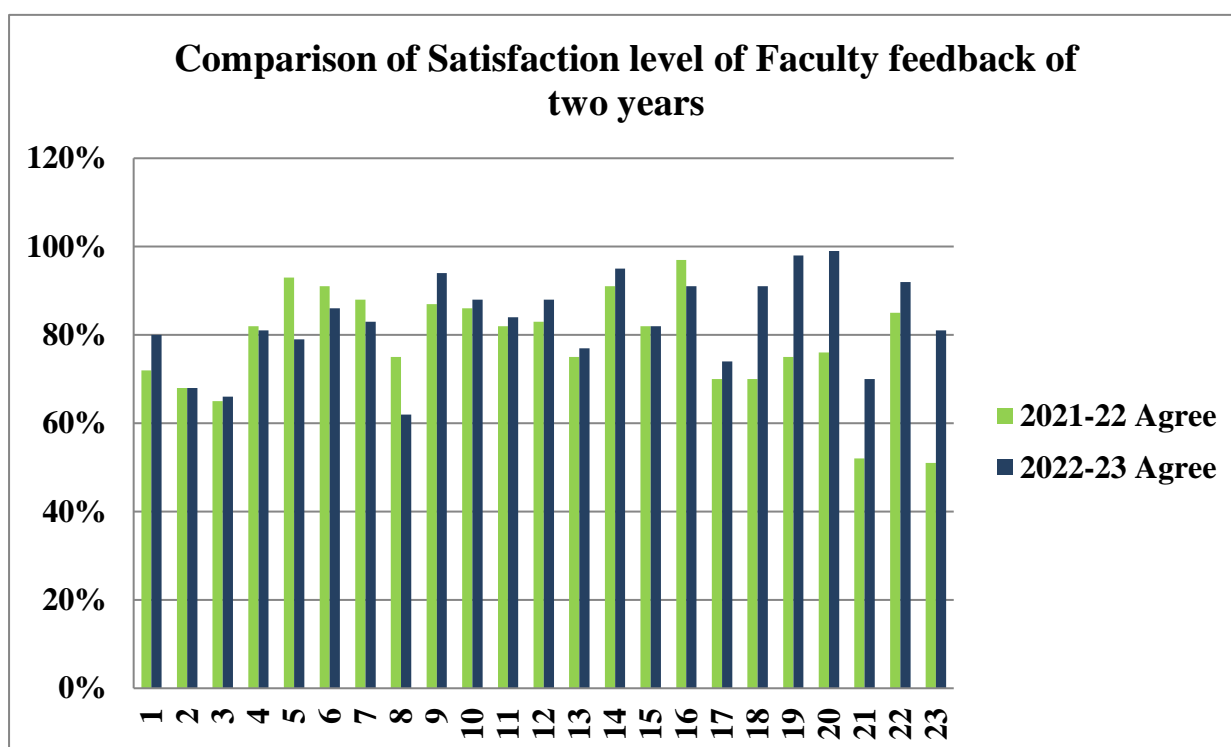
Comparison of Satisfaction level of parent feedback of two years

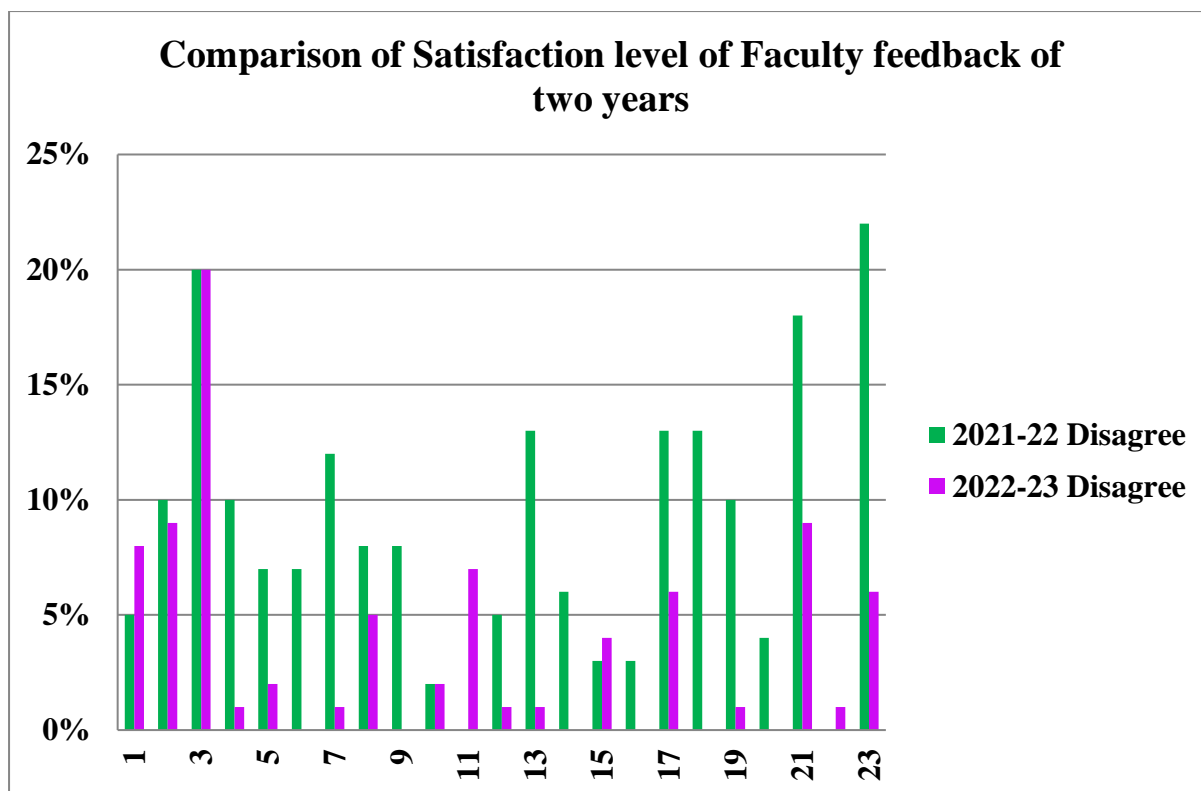


Faculty feedback comparison

Sr. no.	Questions	2021-22		2022-23	
		Agree	Disagree	Agree	Disagree
1.	Board of studies is taking care to ensure the current relevance of the programme being offered.	72%	5%	80%	8%
2.	The system followed by the University for the design and development of curriculum is effective	68%	10%	68%	9%
3.	The curriculum has been updated from time to time.	65%	20%	66%	20%
4.	The admission process adopted by the college is effective to attract meritorious students.	82%	10%	81%	1%
5.	Student centered learning resources are available in the Institution.	93%	7%	79%	2%
6.	The faculty is updating their knowledge and skills	91%	7%	86%	0%
7.	The library is utilized optimally by the faculty and students.	88%	12%	83%	1%
8.	The teaching aids and ICT tools in the department are sufficient and up to date.	75%	8%	62%	5%
9.	The teachers are encouraged to organize and participate in seminars/workshops/ symposia/ conferences.	87%	8%	94%	0%
10.	The teachers are encouraged to carry out research and to undertake extension service programmes.	86%	2%	88%	2%
11.	The teachers are encouraged to establish linkages with Industries.	82%	0%	84%	7%
12.	The examination system and evaluation system followed by the Institution is effective.	83%	5%	88%	1%
13.	The class rooms, furniture and toilets available for faculty and students are adequate.	75%	13%	77%	1%
14.	The buildings and furniture are well maintained.	91%	6%	95%	0%
15.	The labs are adequately equipped and upgraded (wherever applicable).	82%	3%	82%	4%
16.	Parking facilities are available adequately.	97%	3%	91%	0%

17.	Cafeteria and drinking water facilities are adequately provided.	70%	13%	74%	6%
18.	Sports infrastructure is adequate.	70%	13%	91%	0%
19.	The administration is sincerely putting efforts for the development of the institution and is easily accessible.	75%	10%	98%	1%
20.	The quality initiatives taken up during the last academic year are contributing for improvement.	76%	4%	99%	0%
21.	The faculty has the freedom to express their opinions.	52%	18%	70%	9%
22.	The IQAC is working well for promoting quality in the institution.	85%	0%	92%	1%
23.	The Institution is providing adequate opportunities and support to the faculty and their family members.	51%	22%	81%	6%

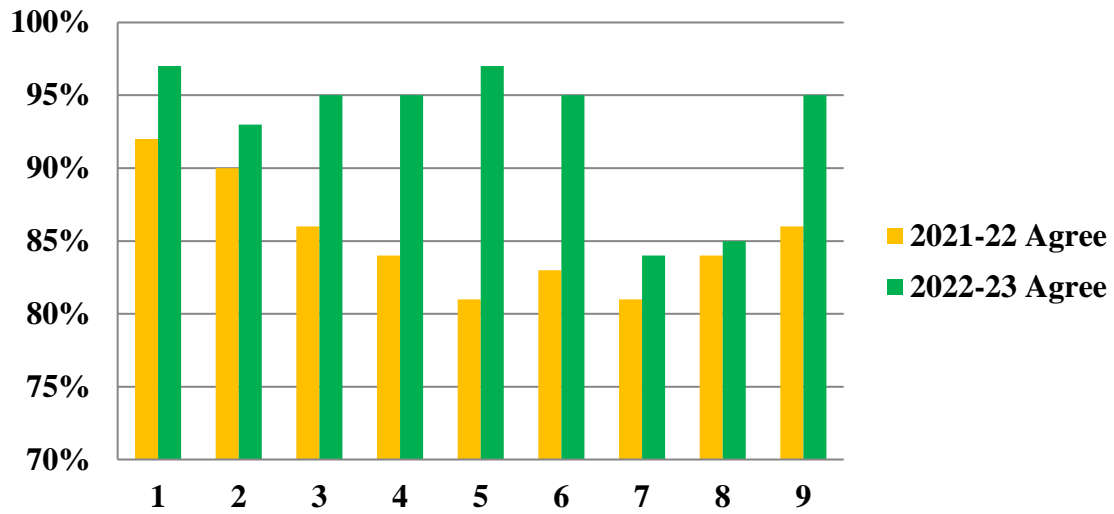




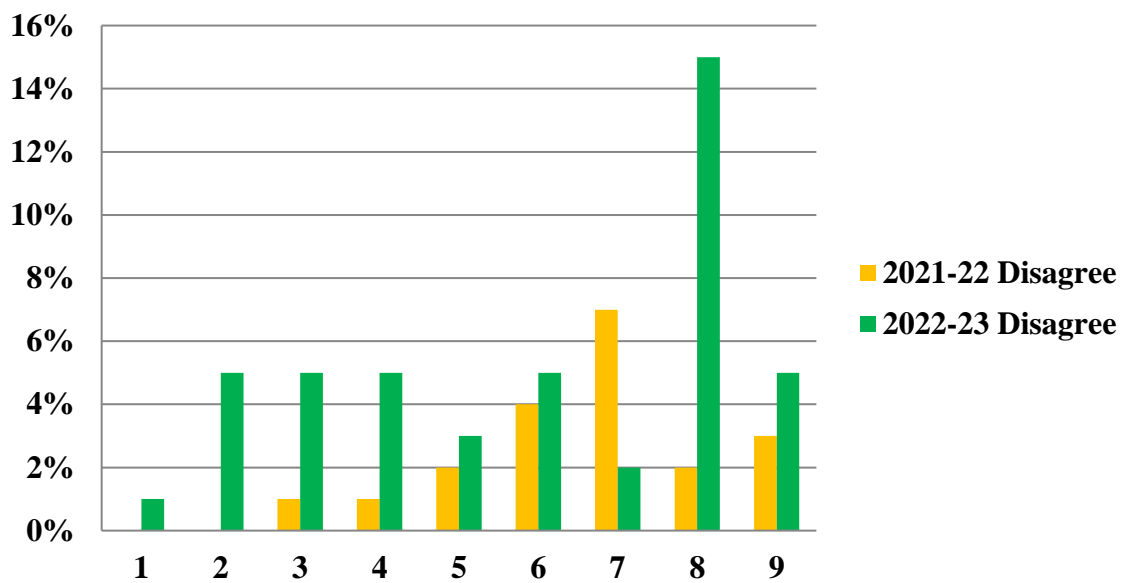
Alumni feedback comparison

Sr. no.	Questions	2021-22		2022-23	
		Agree	Disagree	Agree	Disagree
1.	I feel proud to be a student of GNC.	92%	0%	97%	1%
2.	The learning I had in the college is useful in my career.	90%	0%	93%	5%
3.	The developments in the college in recent years are appreciable.	86%	1%	95%	5%
4.	The new courses introduced meet contemporary requirements.	84%	1%	95%	5%
5.	The infrastructure facilities are satisfactory.	81%	2%	97%	3%
6.	GNC is involving alumni in its activities.	83%	4%	95%	5%
7.	The alumni have a role to play in financially strengthening of the college.	81%	7%	84%	2%
8.	Regular updates are received from the college through calls/SMS/ face book.	84%	2%	85%	15%
9.	The Syllabus of the program you studied was satisfactory.	86%	3%	95%	5%

Comparison of Satisfaction level of Alumni feedback of two years



Comparison of Satisfaction level of Alumni feedback of two years



Recommendations by Committee

Regarding Student Feedback

- It is suggested to provide free and open Wi-Fi facility in whole campus to accomplish their work.
- Students have requested to improve the cleanliness in the college campus especially in the washrooms. So, it is recommended to deploy staff exclusively for cleaning these areas.
- It is suggested to improve the cafeteria service. Quality and variety should also be enhanced.
- Students have asked to improve the medical service in the college. So, in spite of hostel, an emergency dispensary should be established in the college.
- It is recommended to call more companies for placement drives in the college campus.

Regarding Parent Feedback

- As parents have demanded to improve the infrastructure as well as ICT resources to make the learning more effective, new infrastructure like projectors and LCD should be purchased according to needs.
- Parents have also demanded to organize more educational trips and events to make their kids understand about culture and event management.

Regarding Faculty Feedback

- It has been demanded by some of the faculty members that the university should update the curriculum and will incorporate more practical subjects to enhance the skill development of the students.
- Visits to the library must be included in every course to inculcate reading habits in the students.
- Some scholarship schemes should be updated to attract more meritorious students.
- Faculty has demanded for more ICT tools to make the teaching interactive. Some workshops on the new technology must be organized to update the skills of the faculty.

- Linkages with the industry must be improved
- Faculty has also demanded to improve the canteen services and also asked for drinking water supply.

Regarding Supporting Staff Feedback

- Policies of the workload and promotion should be revised in accordance with the skills learned during the tenure.
- Work allotment policy need to be made more flexible according to the abilities and competence of support staff.

Action taken based on the previous year's recommendations

In the session 2021-22, following policies were initiated based on the feedbacks received from the different stakeholders in previous year. Institution management tried their best to enhance the satisfaction level of students and other stakeholders:

- ✓ Campus is whole Wi-Fi enabled although it's not completely open to protect the students from overuse of phone. They are provided internet facility in labs for their important assignments.
- ✓ Training and placement cell have increased the placement drives to get more students recruited in different sectors. Recently students have faced many interviews in different job fairs.
- ✓ Canteen service has been improved as canteen has been handed over to new contractor on demand of students. Now variety and cleanliness has been increased.
- ✓ As alumni demanded for direct contact with college once a year. To fulfil their wish alumni association is conducting alumni meet on end of the session where alumni of different years and departments are invited.
- ✓ Different workshops on innovative ICT techniques were conducted to let the faculty enhance their skills in using technology enabled infrastructure.

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