



GURU NANAK COLLEGE SRI MUKTSAR SAHIB



FEEDBACK REPORT OF ANALYSIS OF STAKEHOLDERS

(Session 2023-24)

**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 inturns 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 2023-24, 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.

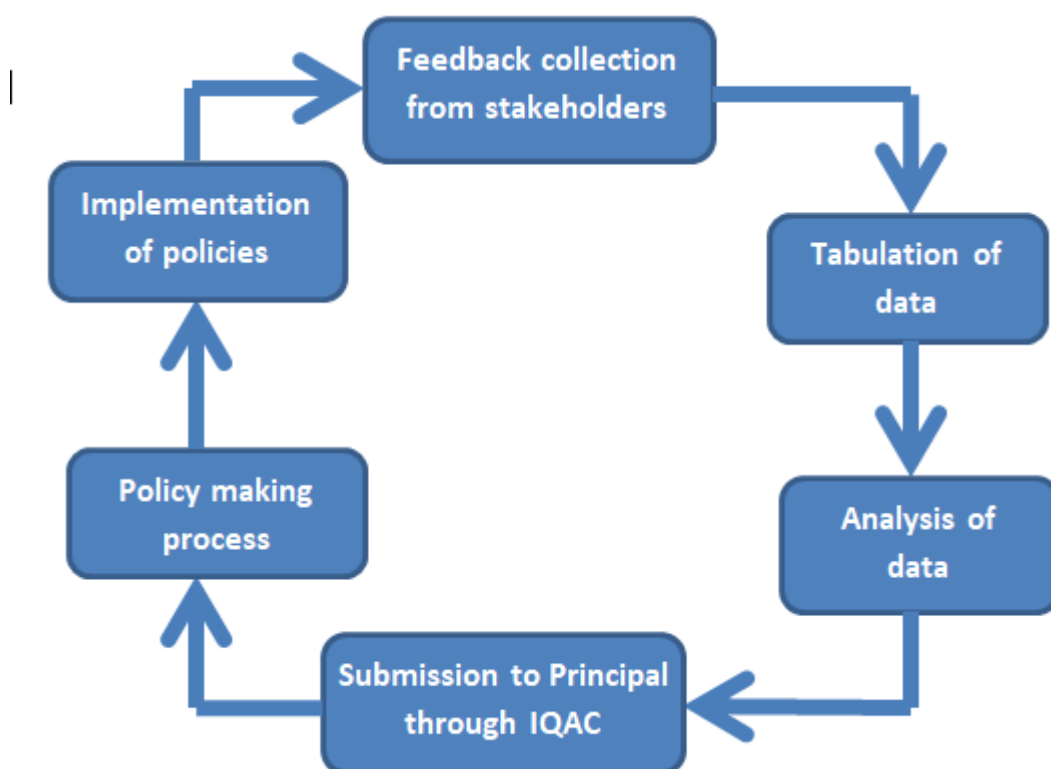


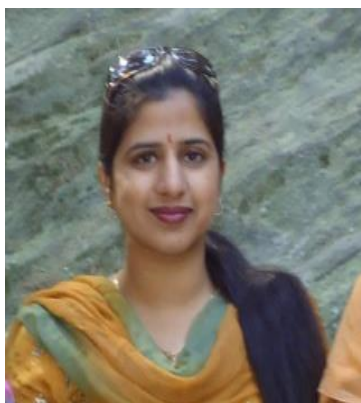
Figure 1.1: Methodology adopted for feedback system

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. 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.....

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FEEDBACK FROM SUPPORT STAFF

ਸ਼ੈਲੀ:.....

ਢੁਕਵੇਂ ਖਾਨੇ ਵਿੱਚ ਸਹੀ ਦਾ ਨਿਸ਼ਾਨ ਲਗਾਉ:

S.N o	ਵੇਰਵਾ	ਪੁਰਾਸਹਿ ਮਤ	ਸਹਿਮ ਤ	ਨਿਰਪੱ ਖ	ਅਸਹਿ ਮਤ	ਪੁਰਾਅਸਹਿ 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 ਜ਼ਿੰਮੇਵਾਰੀ ਦੀ ਸਹੀ ਜਾਣਕਾਰੀ ਹੈ।					
6	ਰੋਜ਼ਗਾਰ ਦਾ ਤਾਅਦੇ ਕਰਮਚਾਰੀ ਦਾ ਰਿਸ਼ਤਾ ਚੰਗਾ ਹੈ।					
7	ਪ੍ਰਬੰਧਕੀ ਅਮਲੇਵੱਲੋਂ ਪੁਰਾਸਹਿ ਯੋਗ ਦਿੱਤਾ ਜਾਂਦਾ ਹੈ।					
8	ਕਰਮਚਾਰੀਆਂ ਦੀਆਂ ਸਮੱਸਿਆਵਾਂ ਪੂਰੀ ਤਰ੍ਹਾਂ ਹੱਲ ਕੀਤੀਆਂ ਜਾਂਦੀਆਂ ਹਨ।					
9	ਕੰਮਕਾਜ ਦਾ ਵਾਤਾਵਰਣ ਦੇਸ਼ਤਾਨਾ 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.....

STUDENT FEEDBACK FORM

ਸ਼ੈਸਨ:.....

S.N o	ਮਾਪਦੰਡ	ਸੰਤੁਸ਼ਟੀਦਾਮਿਆਰ				
		ਪੂਰਾਸਹਿਮ ਤ	ਸਹਿਮ ਤ	ਨਿਰਪੱ ਖ	ਅਸਹਿਮ ਤ	ਪੂਰਾਅਸਹਿ ਮਤ
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 ਸੰਸਥਾਵੱਲੋਂ 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	ਮੁਲਾਂਕਣਦੀਵਿਧੀਜਿਵੇਂਕਿਕਲਾਸਟੈਸਟ, 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:

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.....

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Signature :

Date :

PARENT'S FEEDBACK FORM

ਸੈਸ਼ਨ

ਮਾਤਾਪਿਤਾਦਾਨਾਮਅਤੇਕਿੱਤਾ

ਪਿਤਾ.....

ਮਾਤਾ.....

ਪਤਾ.....

.....

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ਵਿਦਿਆਰਥੀਦਾਨਾਮ

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 ਸ਼ਾਖਾ ਕਰਕੇ।

ਸ. ਪੁਰਾਣੇ ਵਿਦਿਆਰਥੀਆਂ ਦੀ ਸਲਾਘਾ ਕਰਕੇ।

ਹ. ਕਿਫਾਇਤੀਫੀਸਾਂ ਕਰਕੇ।

2. ਕ੍ਰਿਪਾ ਕਰਕੇ ਹੇਠਲੇ ਸੁਆਲਾਂ ਦੇ ਜਵਾਬ ਦਿਉ।

ਮਾਪਦੰਡ	ਪੂਰਾਸਹਿ ਮਤ	ਸਹਿਮਤ	ਨਿਰਪੱਖ	ਅਸਹਿਮਤ	ਪੂਰਾਅਸਹਿਮ ਤ
1. ਕੀ ਤੁਸੀਂ ਸੰਸਥਾ ਦੇ ਬੁਨਿਆਦੀ ਢਾਂਚੇ ਅਤੇ ਤੁਹਾਡੇ ਬੱਚੇ ਨੂੰ					

ਸੰਤੁਸ਼ਟ ਹੋ ?					
2. ਕੀਤੁਸੀਂ ਇਹ ਸਮਝਦੇ ਹੋ ਕਿ ਇਹ ਸੰਸਥਾ ਤੁਹਾਡੇ ਬੱਚੇ ਦੇ ਬ ਹੁਪੱਖੀ ਵਿਕਾਸ ਵਿੱਚ ਮਦਦ ਗਾਰ ਹੈ ?					

3. ਕੀਤੁਹਾਡਾ ਬੱਚਾ ਹੋਸਟਲ ਅਤੇ ਲਾਇਬ੍ਰੇਰੀ ਸੇਵਾਵਾਂ ਅਤੇ ਖੇਡ ਸਹੂਲਤਾਂ ਤੋਂ ਸੰਤੁਸ਼ਟ ਹੈ ?					
4. ਕੀਤੁਸੀਂ ਸੰਸਥਾ ਦੁਆਰਾ ਕਾਲ ਜਪੱਧਰ ਤੇ ਕੀਤੇ ਮੁਲਾਂਕਣ ਦੀ ਪਾਰਦਰਸ਼ਤਾ ਤੋਂ ਸੰਤੁਸ਼ਟ ਹੋ ?					
5. ਕੀਤੁਸੀਂ ਸੰਸਥਾ ਦੁਆਰਾ ਵਿਦਿ ਆਰਥੀ ਦੀ ਕਾਰਗੁਜ਼ਾਰੀ ਲ ਈ ਵਰਤੀ ਜਾਂਦੀ ਸੰਚਾਰ ਪ੍ਰਕਿ ਰਿਆ ਤੋਂ ਸੰਤੁਸ਼ਟ ਹੋ ?					
6. ਕੀ ਸੰਸਥਾ ਦੁਆਰਾ ਕੀਤੇ ਸੁਰੱ ਖਿਆ ਦੇ ਪ੍ਰਬੰਧਾਂ ਤੋਂ ਸੰਤੁਸ਼ਟ ਹੋ ?					
7. ਕੀ ਅਧਿਆਪਕਾਂ ਦਾ ਗਿਆਨ ਅਤੇ ਵਿੱਦਿਅਕ ਹੁਨਰ ਸੰਤੋਖ ਜਨਕ ਹੈ ?					

8. ਕੀਤੁਹਾਡੇਬੱਚੇਦੇਗਿਆਨਵਿੱਚ ਚਵਾਧਾਹੋਰਿਹਾਹੈ ?					
9. ਕੀਕਾਲਜਦੁਆਰਾਕੀਤੇਜਾਂਦੇ ਸਭਿਆਚਾਰਕਮੁਕਾਬਲੇਅਤੇ ਸਹਿਵਿਦਿਅਕਗਤੀਵਿਧੀਆਂ ਸੰਤੋਖਜਨਕਹਨ?					
10. ਕੀਕਾਲਜਦੁਆਰਾਦਿੱਤੀਜਾਣ ਵਾਲੀਟ੍ਰੇਨਿੰਗ, ਕਿੱਤਾਮੁਖੀਮੌਕੇਅਤੇ ਇੰਟਰਨਸ਼ਿਪਤੋਂਤੁਸੀਂਸੰਤੁਸ਼ਟਹੋ?					
11. ਕੀਸਿਲੇਬਸਵਿੱਚਦਿੱਤੇਜਾਣ ਵਾਲੇਵਿਸ਼ਿਆਂਦਾਮਿਆਰਸਿੱਖਿਆਵਿੱਚ ਚਵਾਧਾਕਰਦਾਹੈ ?					
12. ਕੀਤੁਸੀਂਆਪਣੇਬੱਚੇਦੇਸਿਲੇ ਬਸਅਤੇਪਾਠਕ੍ਰਮਤੋਂਸੰਤੁਸ਼ਟ ਹੋ?					

ਕੋਈਹੋਰਸੁਝਾਅ-

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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

ਸ਼ੈਸਨ:.....

ਦੁਕਵੇਂ 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 ਦੁਕਵਾਂ ਹੋਣ ਲਈ ਬੋਰਡ ਆਫ਼ ਸਟੱਡੀ ਵੱਲੋਂ ਵਚਨਬੱਧਤਾ।					

2. ਕੀਯੂਨੀਵਰਸਿਟੀਵੱਲੋਂ 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 ਸੰਸਥਾਵੱਲੋਂ 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 ਗੋਸ਼ਟੀਆਂ ਅਤੇ ਕਾਨਫਰੰਸਾਂ ਆਯੋਜਿਤ ਕਰਨ ਲਈ ਹੱਸਲਾ ਅਫ਼ਜ਼ਾਈ।					
7. ਅਧਿਆਪਕਾਂ ਦੀ ਖੋਜਾਂ ਅਤੇ ਵਿਸਤਾਰ ਸੰਬੰਧੀ ਪ੍ਰੋਗਰਾਮ ਕਰਨ ਲਈ ਹੱਸਲਾ ਅਫ਼ਜ਼ਾਈ।					
8. ਉਦਯੋਗਾਂ ਨਾਲ ਤਾਲਮੇਲ ਕਰਨ ਲਈ ਅਧਿਆਪਕਾਂ ਦੀ ਹੱਸਲਾ ਅਫ਼ਜ਼ਾਈ।					
9. ਸੰਸਥਾ ਦੁਆਰਾ ਇਮਤਿਹਨਾਂ ਵਿੱਚ ਅਪਣਾਈ ਜਾਂਦੀ ਮੁਲਾਂਕਣ ਦੀ ਵਿਧੀ ਸੰਤੋਖ ਜਨਕ।					
2. ਬੁਨਿਆਦੀ ਢਾਂਚਾ					
1. ਫੈਕਲਟੀ ਅਤੇ ਵਿਦਿਆਰਥੀਆਂ ਲਈ ਉਪਲਬੱਧ ਕਲਾਸਾਂ, ਫਰਨੀਚਰ ਅਤੇ ਟਾਇਲਟ ਸੰਤੋਖ ਜਨਕ ਹਨ।					

2. ਇਮਾਰਤਾਂ ਅਤੇ ਫਰਨੀਚਰ ਦੀ ਸਹੀ ਸੰਭਾਲ ਹੈ।					
3. ਲੈਬ ਪੂਰੀ ਤਰ੍ਹਾਂ ਲੈਸ ਅਤੇ ਅਪਗ੍ਰੇਡ ਹਨ। (ਜਿੱਥੇ ਕਿਤੇ ਲਾਗੂ)					
4. ਪਾਰਕਿੰਗ ਸਹੂਲਤਾਂ ਵਧੀਆ ਹਨ।					
5. ਕੰਨਟੀਨ ਅਤੇ ਪੀਣ ਵਾਲੇ ਪਾਣੀ ਦਾ ਯੋਗ ਪ੍ਰਬੰਧ ਹੈ।					
6. ਖੇਡਾਂ ਦਾ ਬੁਨਿਆਦੀ ਢਾਂਚਾ ਚੰਗਾ ਹੈ।					
• ਸ਼ਾਸਨ					
1. ਪ੍ਰਸ਼ਾਸਨ ਸੰਸਥਾ ਦੇ ਵਿਕਾਸ ਲਈ ਇਮਾਨਦਾਰੀ ਨਾਲ ਕੋਸ਼ਿਸ਼ ਸਾਕਸ਼ਰਿਕ ਹੋ ਅਤੇ ਅਸਾਨੀ ਨਾਲ ਪਹੁੰਚਯੋਗ ਹੈ।					
2. ਪਿਛਲੇ ਵਰੇ ਦੌਰਾਨ ਗੁਣਵਤਾ ਨੂੰ ਵਧਾਉਣ ਲਈ ਲਏ ਗਏ ਪ੍ਰਗਤੀਸ਼ੀਲ ਕਦਮ ਸੁਧਾਰ ਵਿੱਚ ਯੋਗਦਾਨ ਪਾ ਰਹੇ ਹਨ।					
3. ਫੈਕਲਟੀ ਨੂੰ ਆਪਣੇ ਵਿਚਾਰ ਰੱਖਣ ਦੀ ਪੂਰੀ ਅਜ਼ਾਦੀ ਹੈ।					
4. IQAC ਸੰਸਥਾ ਦੀ ਗੁਣਵਤਾ ਵਧਾਉਣ ਲਈ ਯੋਗਤਾ ਰੀਕੋਨਾਲਕਮ ਕਰ ਰਹੀ ਹੈ।					
5. ਸੰਸਥਾ ਆਪਣੀ ਫੈਕਲਟੀ ਲਈ ਅਤੇ ਉਹਨਾਂ ਦੇ ਪਰਿਵਾਰਿਕ ਮੈਂਬਰਾਂ ਨੂੰ ਢੁਕਵੀਂ ਅਸਹੂਲਤਾਂ 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.					

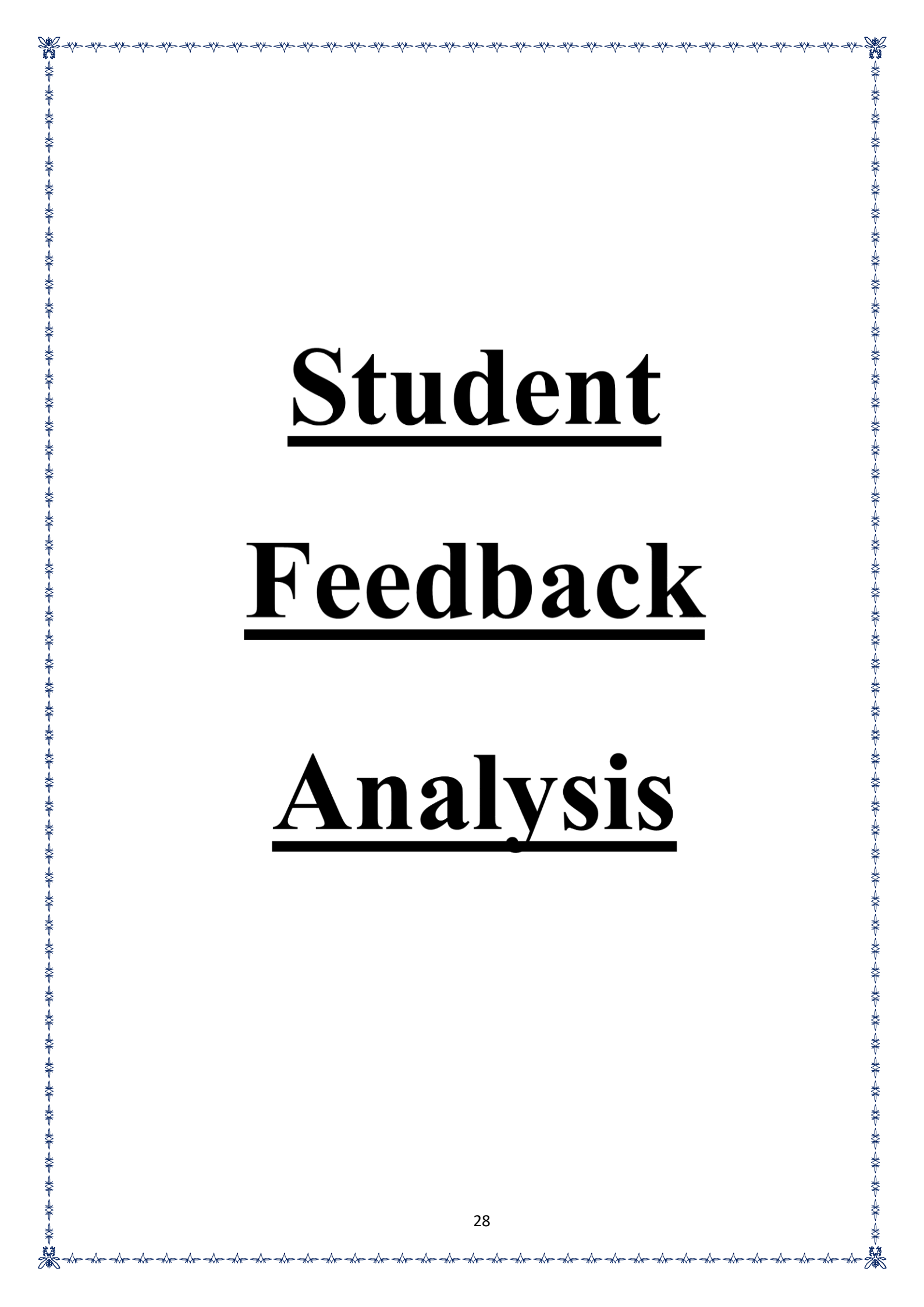
Suggestions for further improvement:

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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 2023-24. Given below is the feedback received from 467 students of the college.

Type of Feedback	Number of responses
Student	467
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

VG	G	S	N	US
169	208	29	53	8

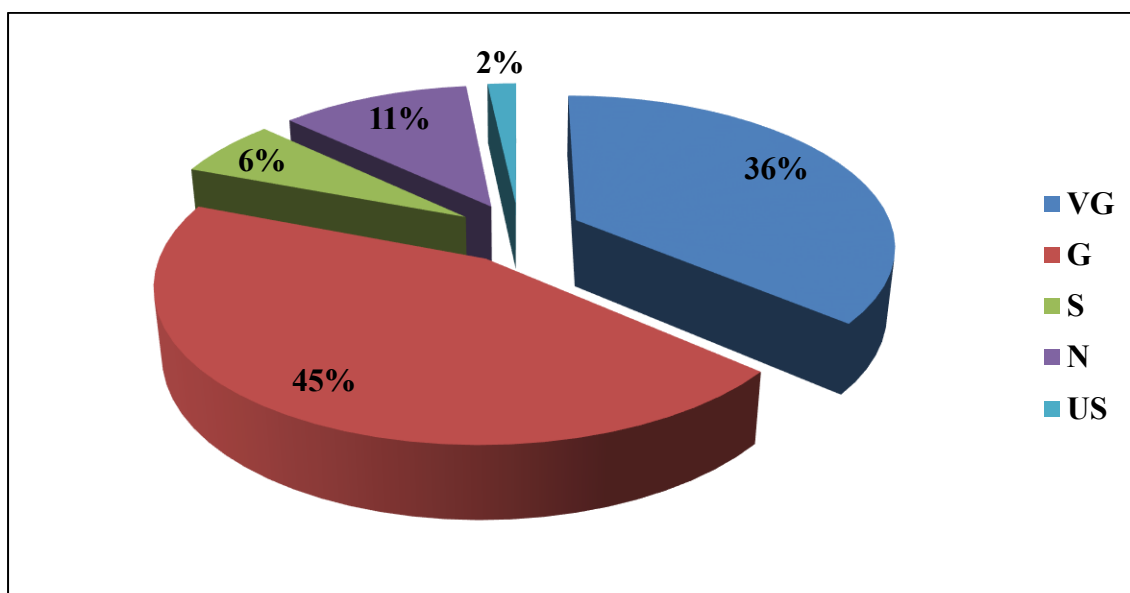


Fig. 1 Availability of courses

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

VG	G	S	N	US
121	230	33	62	21

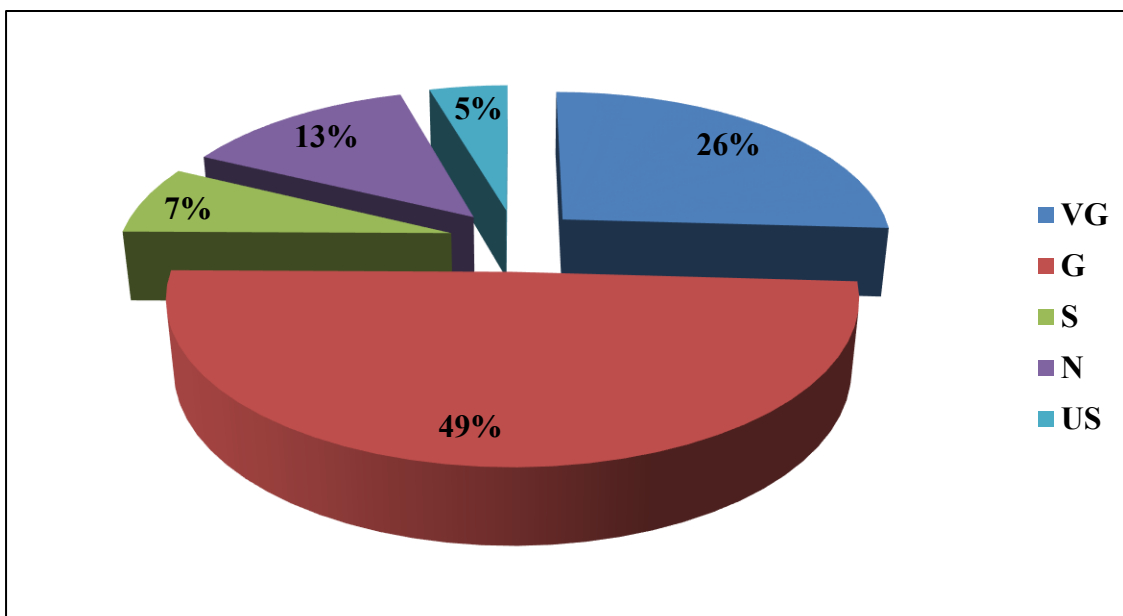


Fig. 2 Enrolment process of students in classes

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

VG	G	S	N	US
113	215	47	66	26

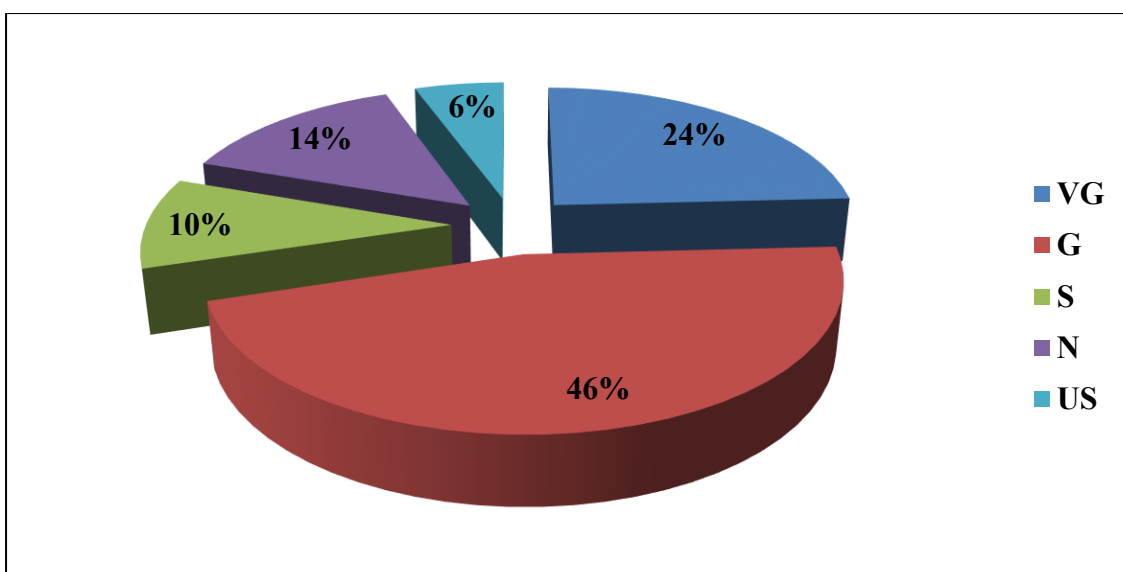


Fig 3. Student Support System in the college

4. Safety measures of Institution for students

VG	G	S	N	US
133	211	40	61	22

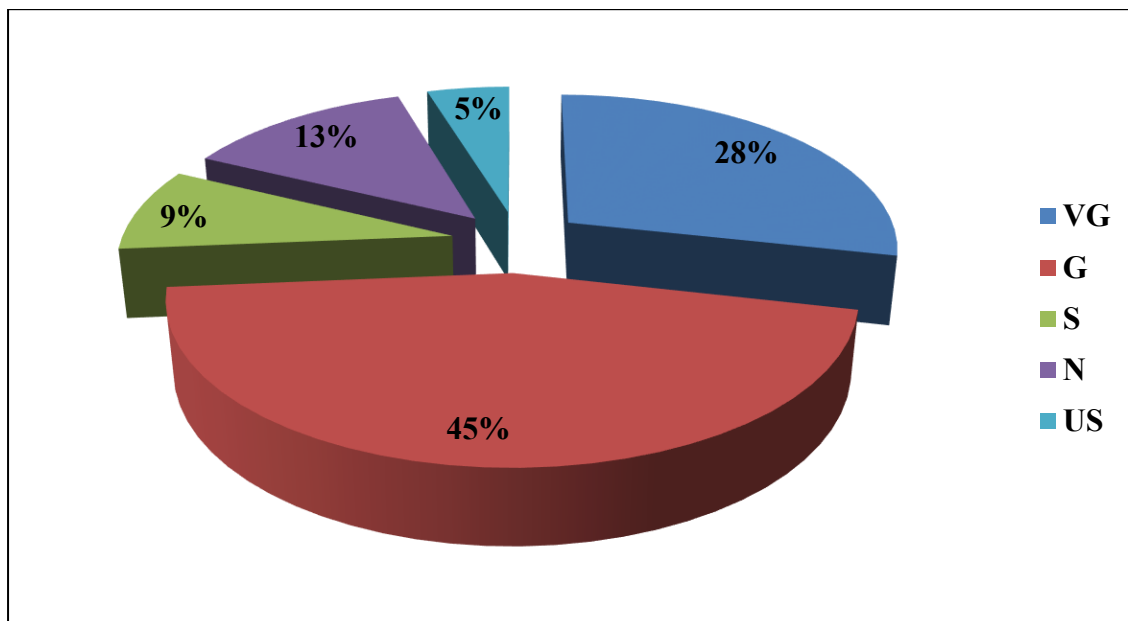


Fig 4. Safety measures of Institution

5. Cleanliness in the Campus

VG	G	S	N	US
158	205	34	51	19

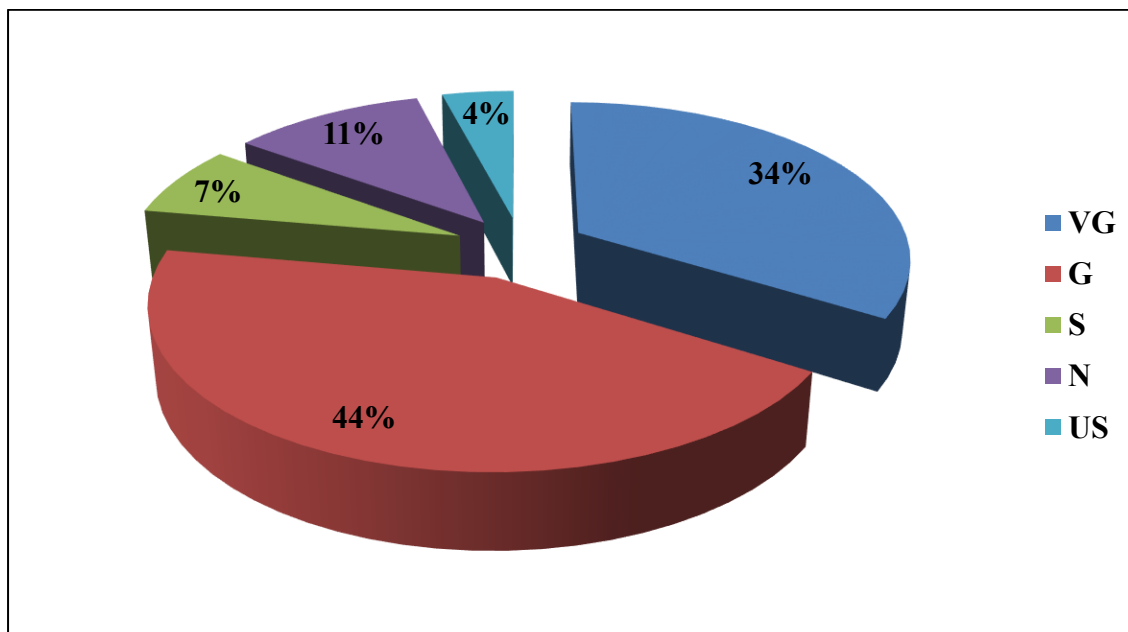


Fig 5. Cleanliness in the Campus

6. Infrastructure including Classrooms and laboratories

VG	G	S	N	US
117	242	33	57	18

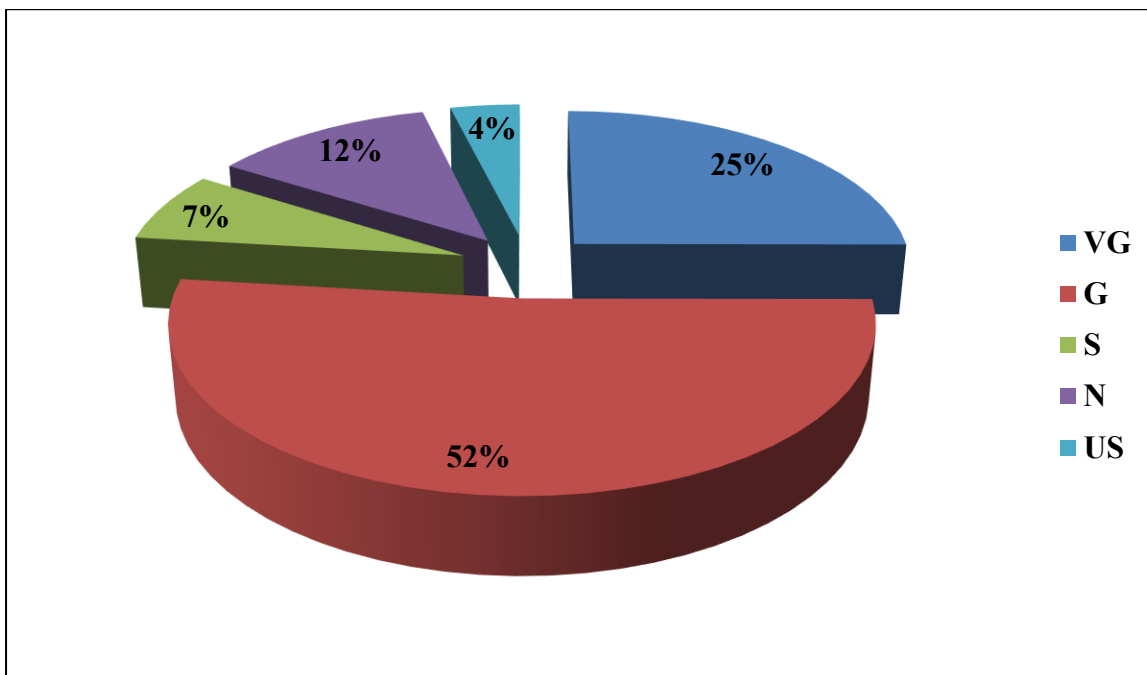


Fig 6. Infrastructure provided in the college

7. Library Facilities

VG	G	S	N	US
244	169	20	27	7

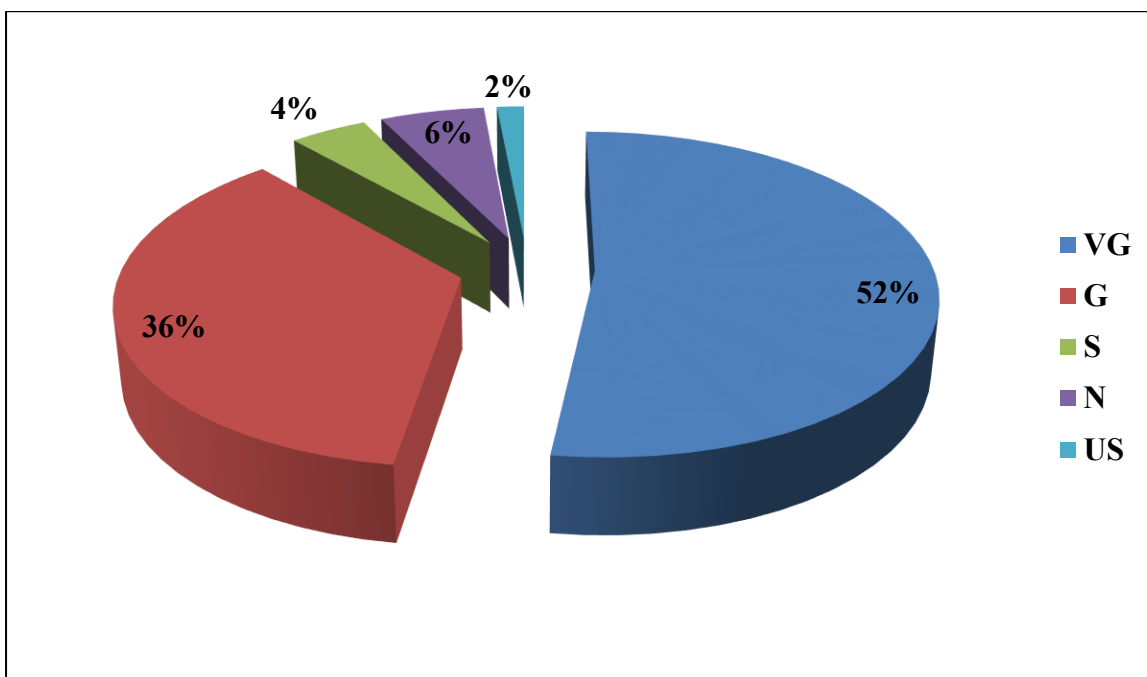


Fig 7. Library Facility

8. Computer and Internet Facilities

VG	G	S	N	US
153	183	45	59	27

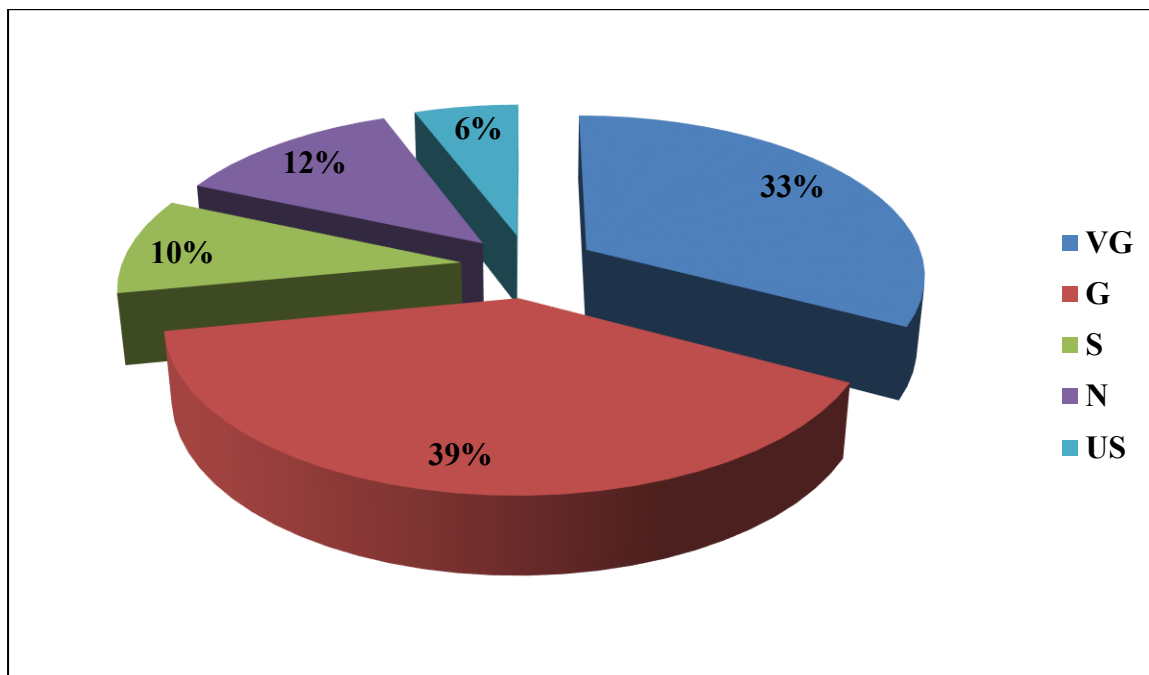


Fig 8. Computer and Internet Facilities

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

VG	G	S	N	US
109	224	56	63	15

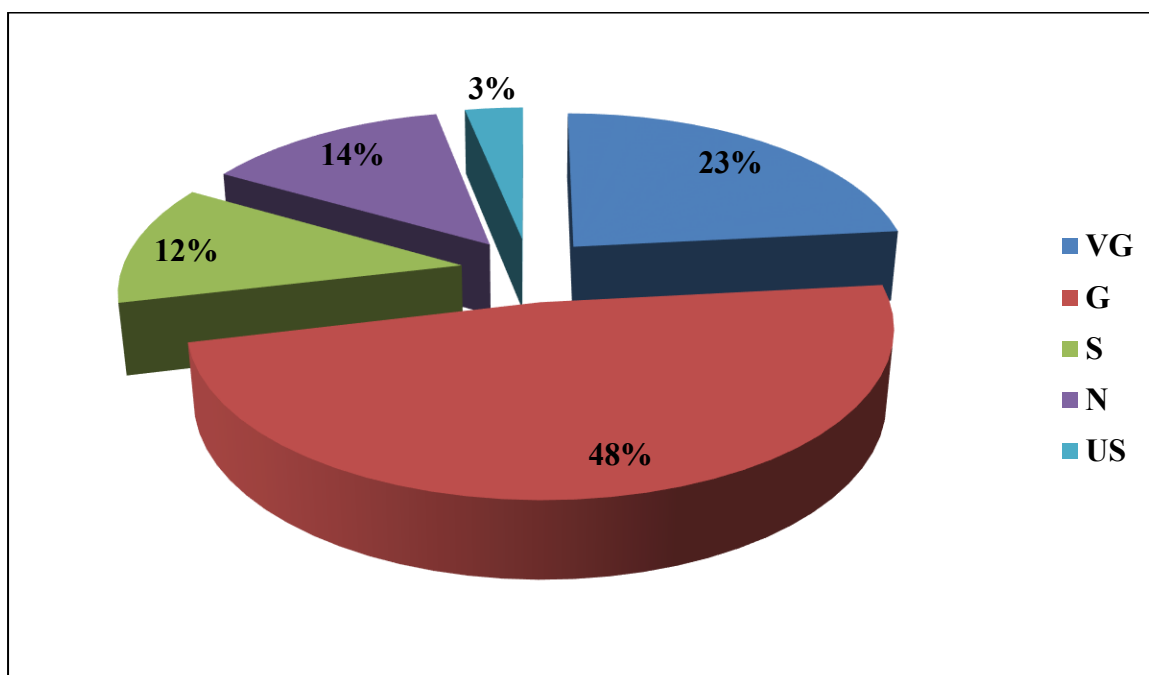


Fig 9. Hostel facilities

10. Sports facilities

VG	G	S	N	US
107	219	50	58	33

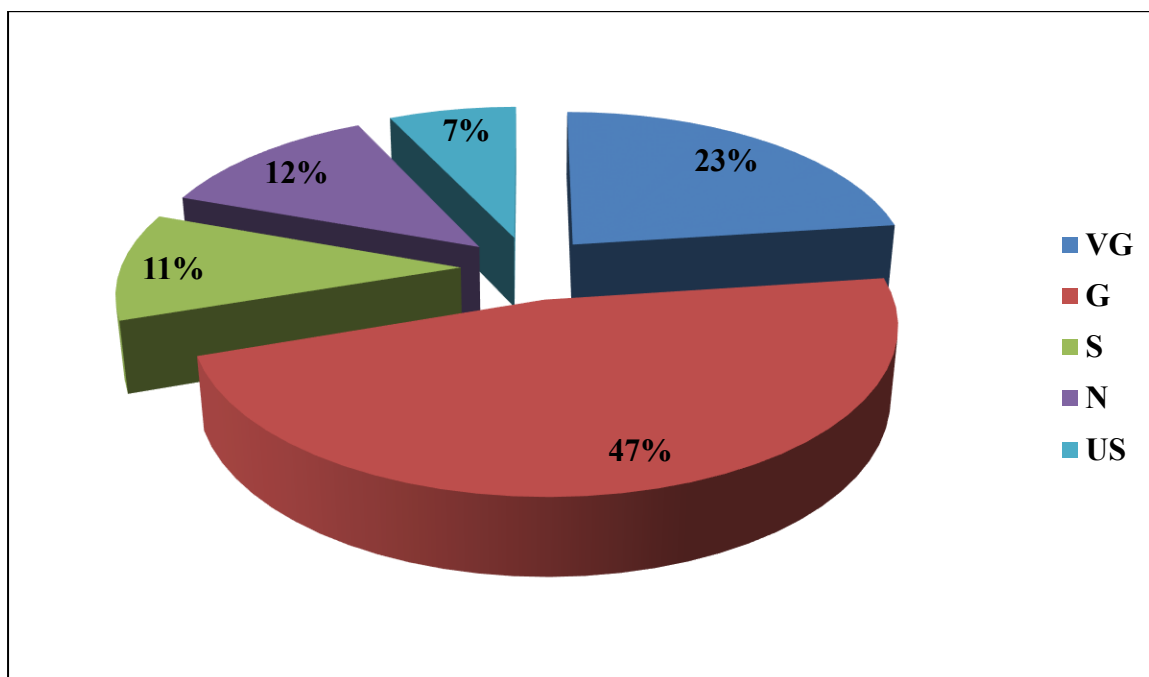


Fig 10. Sports facilities

11. Transportation & Parking facilities

VG	G	S	N	US
151	220	25	49	22

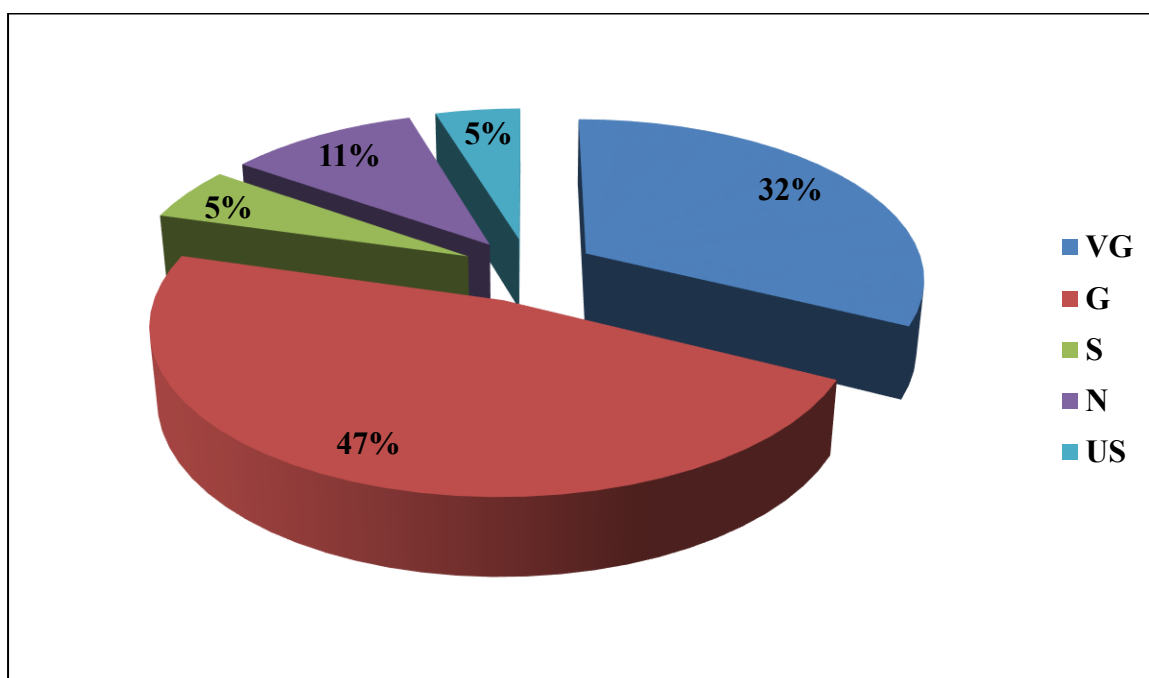


Fig 11. Transportation and Parking facility

12. Canteen Facility

VG	G	S	N	US
113	191	41	77	45

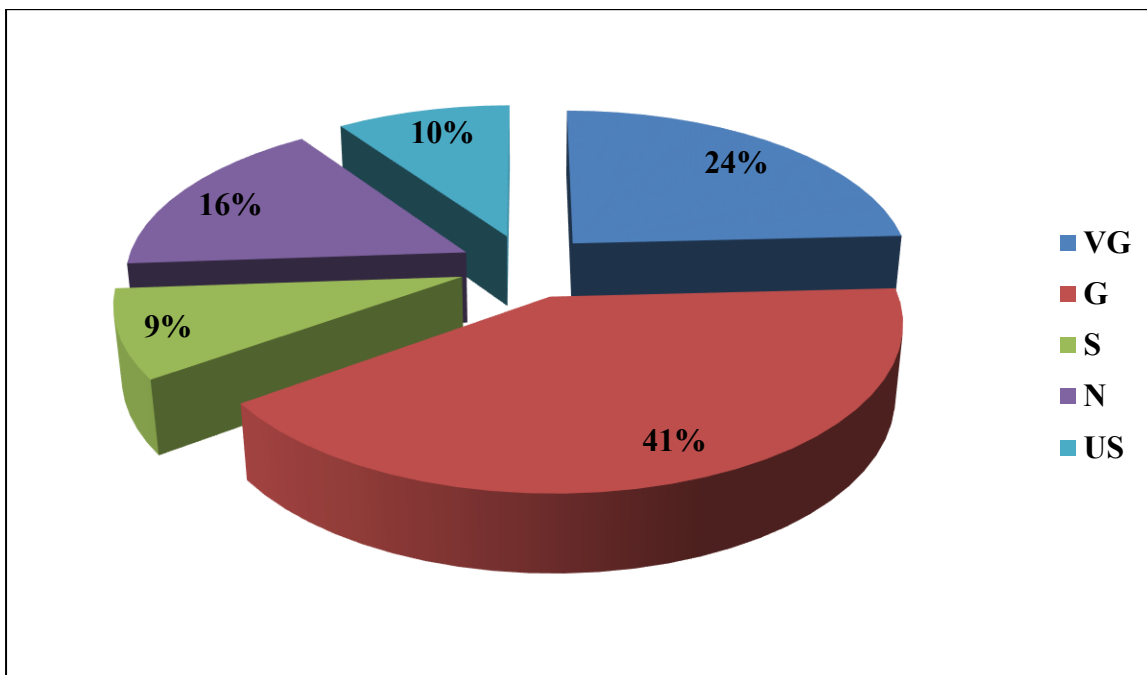


Fig 12. Canteen Facility

13. Medical Help

VG	G	S	N	US
69	215	63	74	46

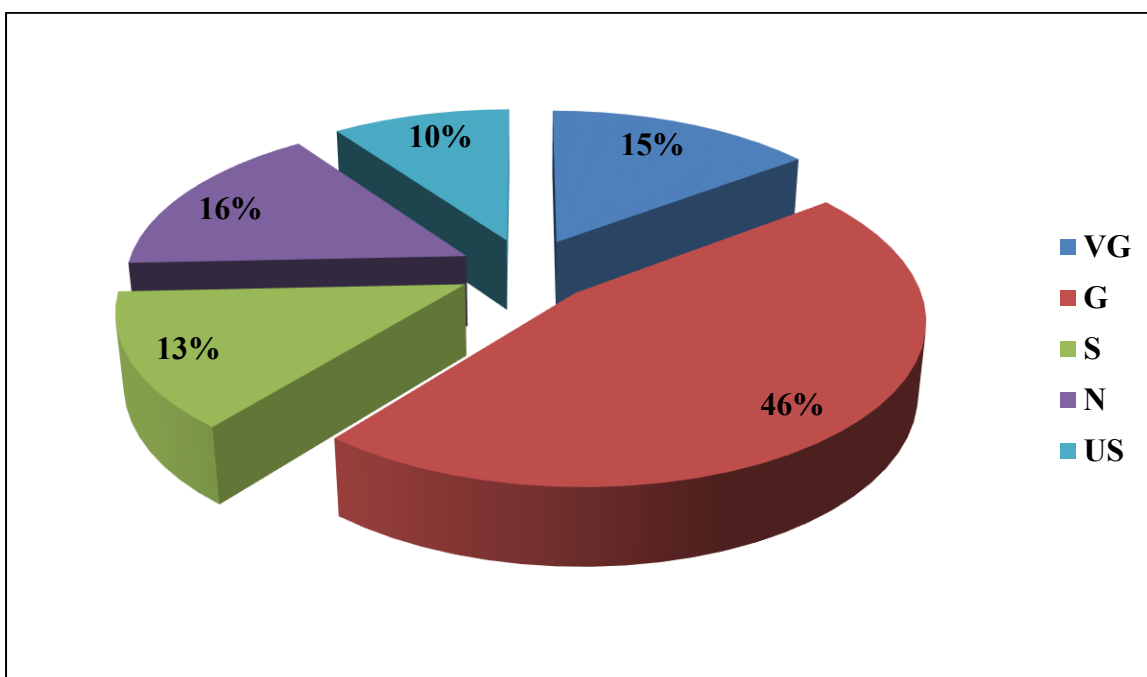


Fig 13. Medical help centre

14. Evaluation system such as class test, term test, internal assessment is fair and unbiased

VG	G	S	N	US
156	224	18	53	16

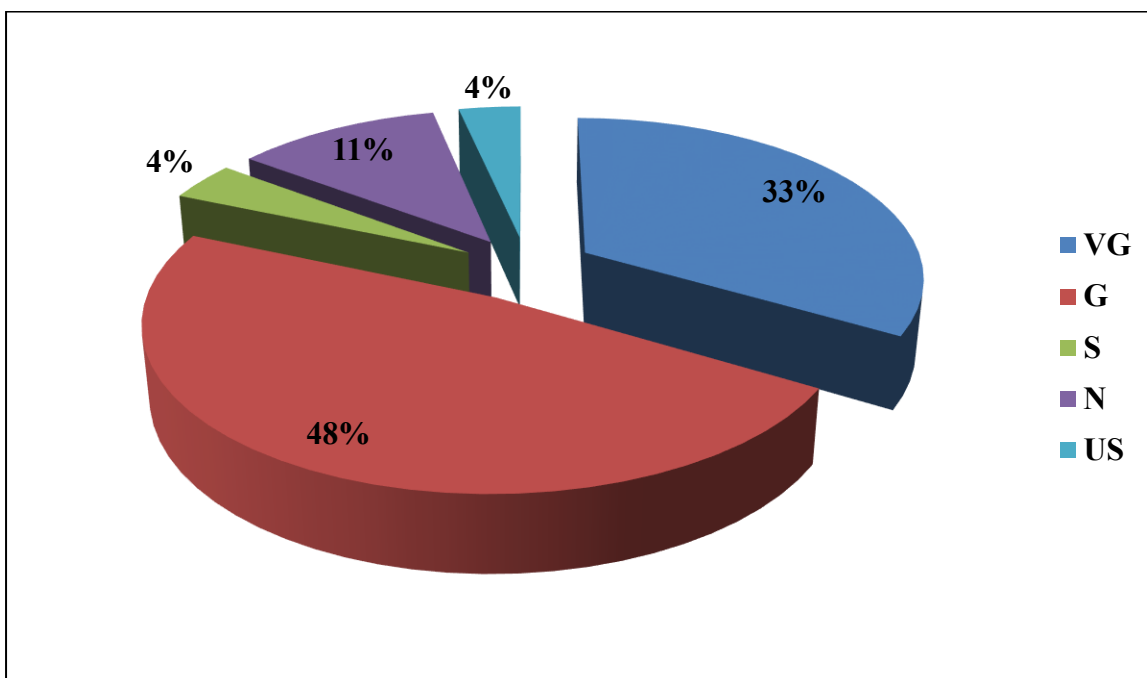


Fig 14. Fair and unbiased Evaluation system

15. Access to administrative authorities

VG	G	S	N	US
108	250	41	53	15

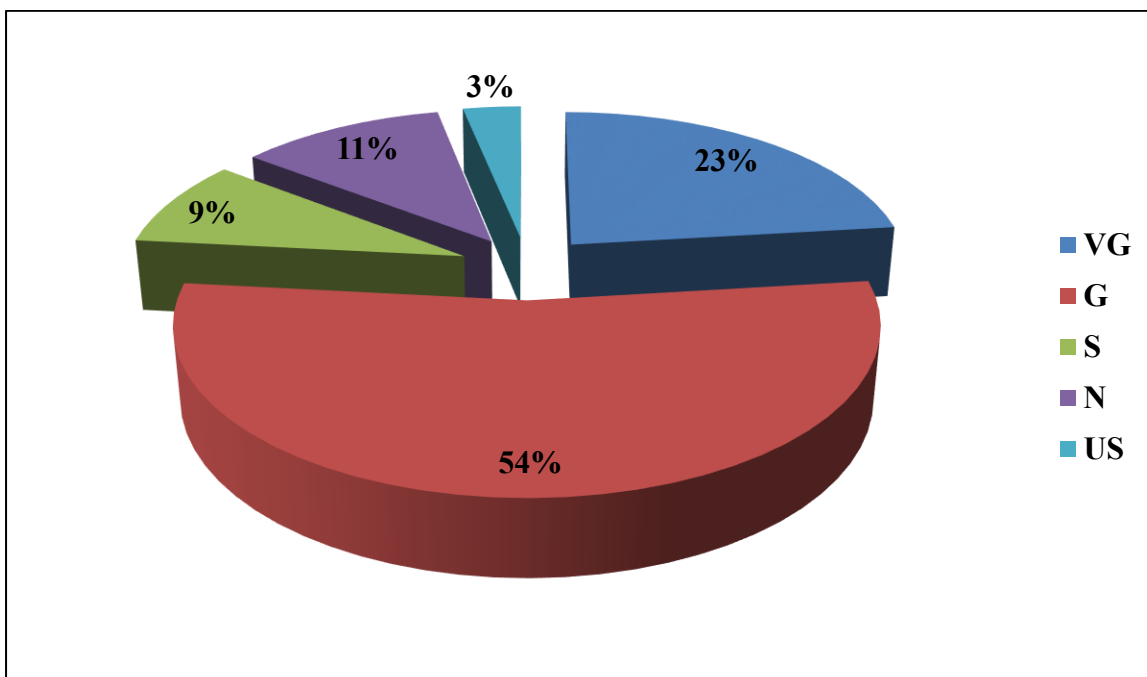


Fig 15. Access to administrative authorities

16. Grievance Redressal

VG	G	S	N	US
98	233	45	74	17

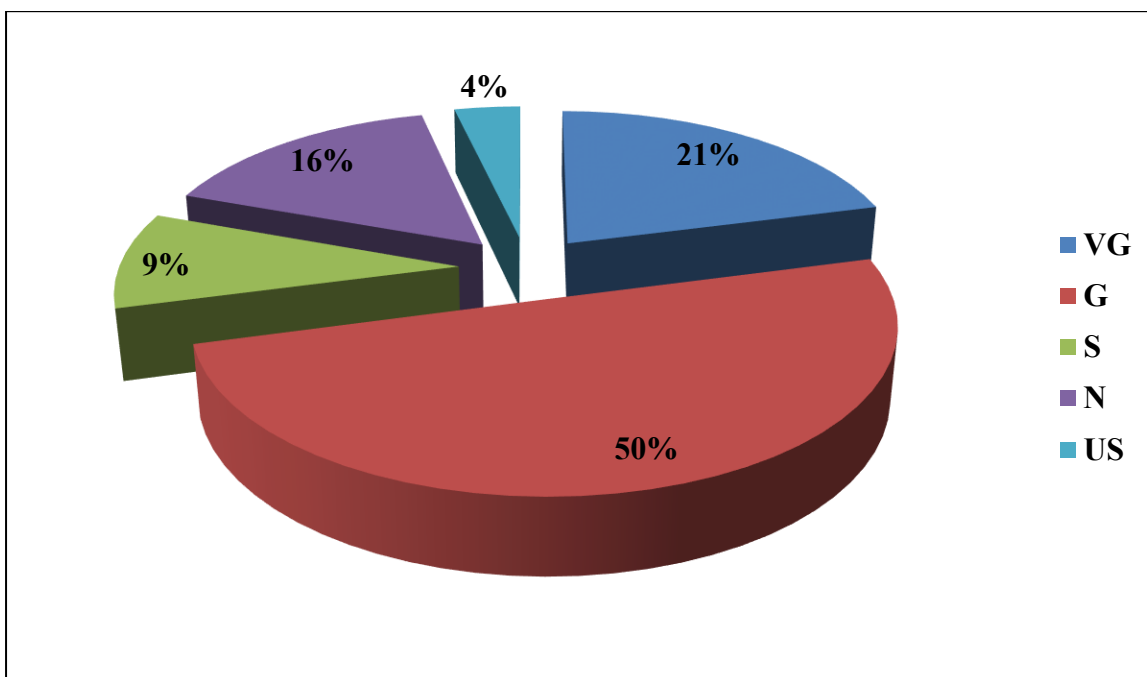


Fig 16. Grievance redressal system

17. Career counselling and placement

VG	G	S	N	US
105	221	44	67	30

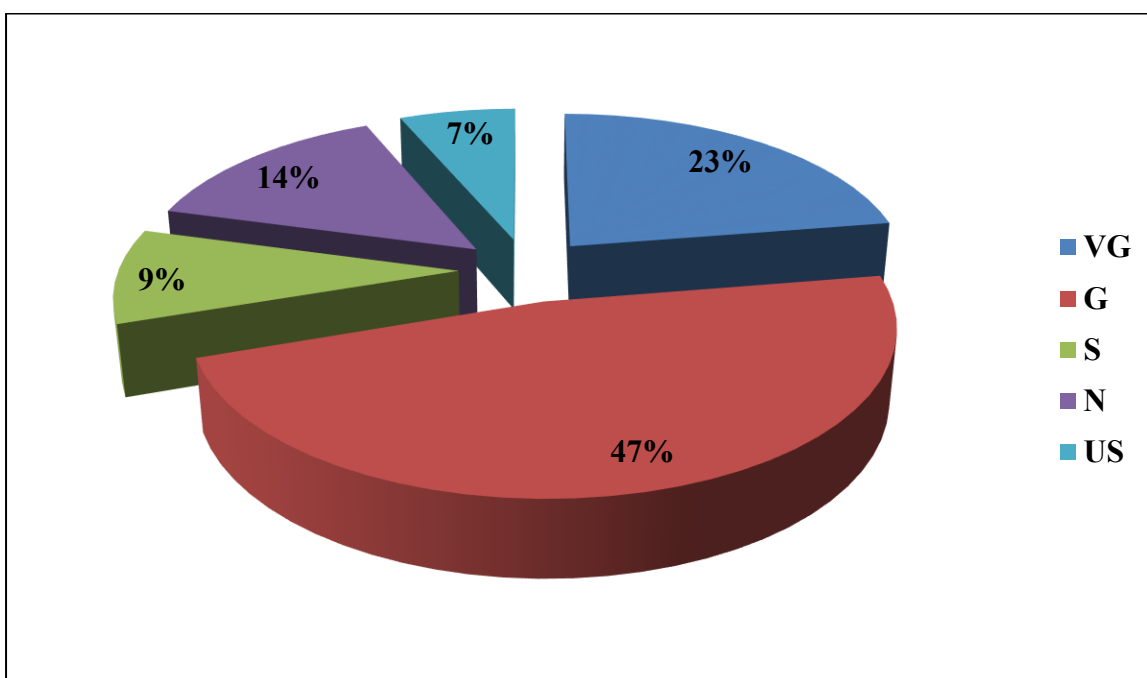


Fig 17. Career counselling and placement system

18. Syllabus design & curriculum of the program you are pursuing

VG	G	S	N	US
146	227	34	54	6

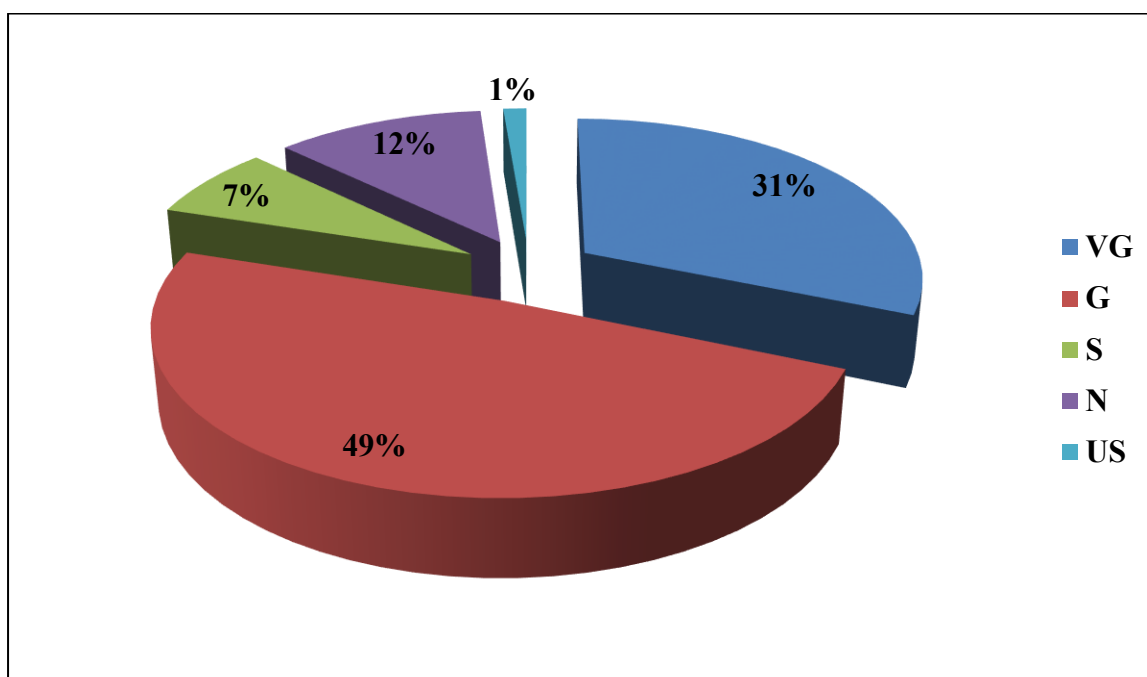


Fig 18. Syllabus design and curriculum of the program

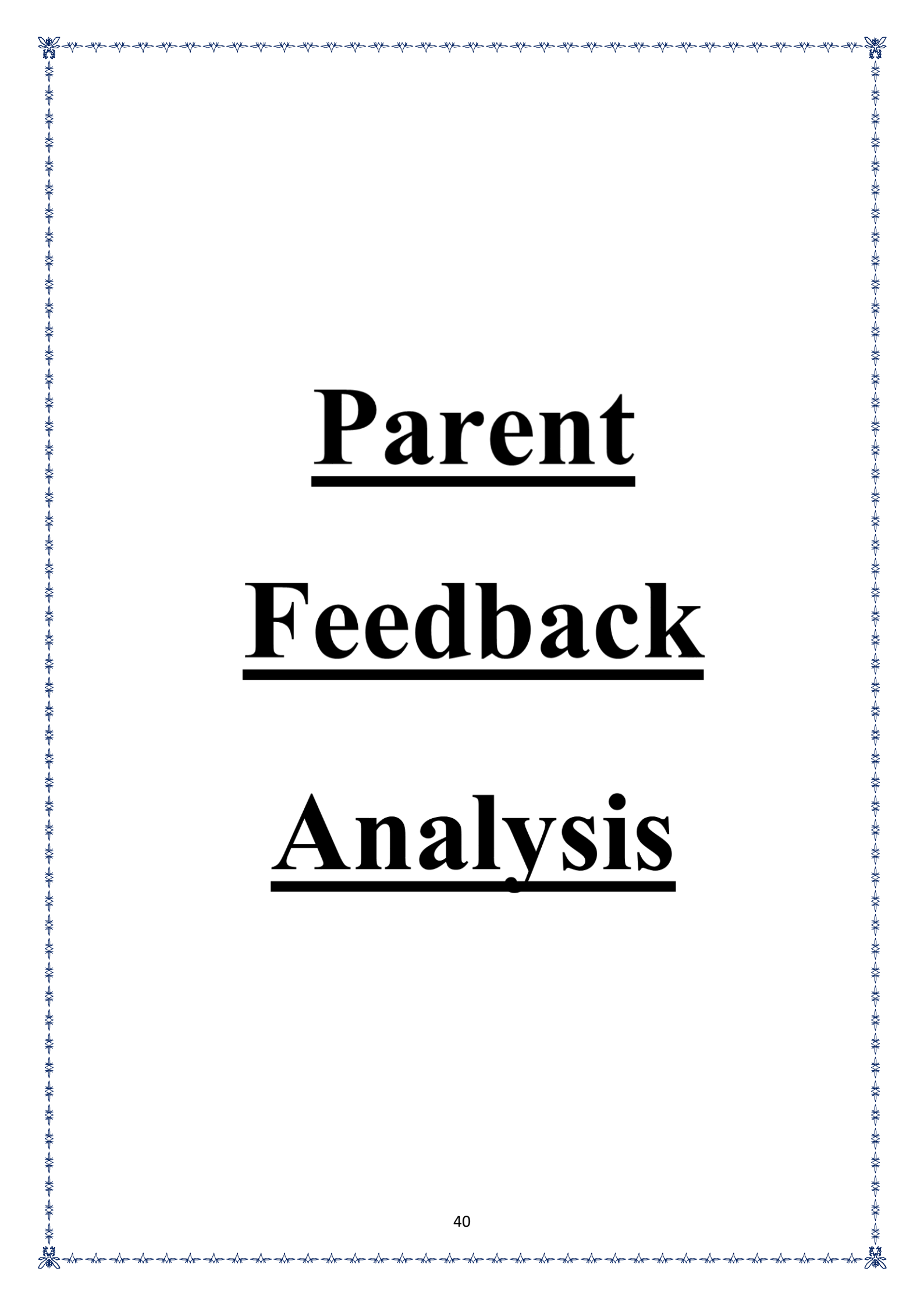
Feedback Outcomes:

1. Many of the students (87%) have submitted their consent that many different courses are available in the college. Only 2% of the students have demanded the new course according to the changing global scenario.
2. A good number of students (82%) are satisfied with the process of enrollment of students, advising, registration and fee payment. Only 5% have demanded to add new some criteria for enrollment.
3. 76% of the students are satisfied with the scholarship schemes provided in the college. Neutral students' number is 14% while 6% of the students have shown dissatisfaction on the point.
4. Many of the respondents (82%) are satisfied with the safety measures in the college. 13% stands neutral on the point and only 5% students have submitted disagreement on the measures.
5. 84% of the students are happy with infrastructure provided in the college while 12% are neutral and 4% need feel of more infrastructures.
6. Large number of students (92%) are very happy with library facility. Only 2% have demanded for something new in library.

8. 83% of the total students agreed that campus is neat and clean. Facilities like Hostel, common room, medical facilities are provided in the college campus whereas 3% demands hygienic washrooms.
9. More students demand for internet and WI-FI facilities (18%) whereas as 82% are happy with the availability of internet connection.
10. 81% of the respondents are satisfied with indoor and outdoor sports facilities and playground. 2% are disagreeing while 12% are neutral on the point.
11. 74% of the respondents are happy with cafeteria services, but 26% in total are neutral and dissatisfied with the canteen facilities.
12. Out of total 85% of the students are satisfied with evaluation process of class tests, house tests and internal assessment. Only 4% are unhappy with the process of evaluation while 11% are neutral.
13. Large numbers of students are satisfied with their reach to authorities of the college only 3% have denied to the point. 80% of the students are also happy with the grievance redress process.

Suggestions:

1. Although only 6% are unsatisfied with scholarship schemes but 14% are neutral which can be converted to satisfied response.
2. Many of the students are happy with safety measures but some students are submitted their concern related to parking safety of vehicles.
3. 18% have demanded for more computers and internet facility. This can be made available in a lab under supervision.
4. 19% (including neutral and unsatisfied) of the respondents have asked to introduce new equipments in the sports and gym area.
5. As per analysis 15% students have demanded for improved hostel facilities, common room and medical facility.
6. Some of the students (4%) have demanded for more favorable way of grievance redressal while neutral (16%) students can be encouraged to believe in the process,
7. 26% of the students have demanded for improvement canteen facility. Any type of soft drinks needs to be banned on canteen.



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	352
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	DA	SDA
70	216	53	9	4

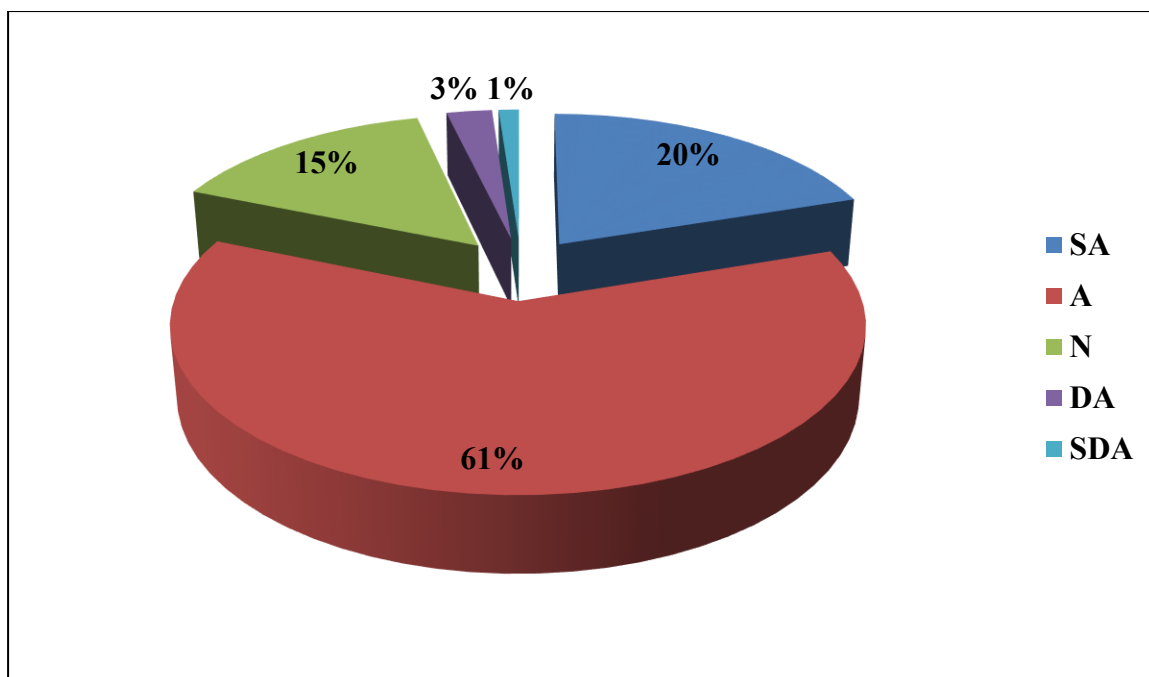


Fig. 1 Infrastructure and learning resources of the college

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

SA	A	N	DA	SDA
76	208	53	12	3

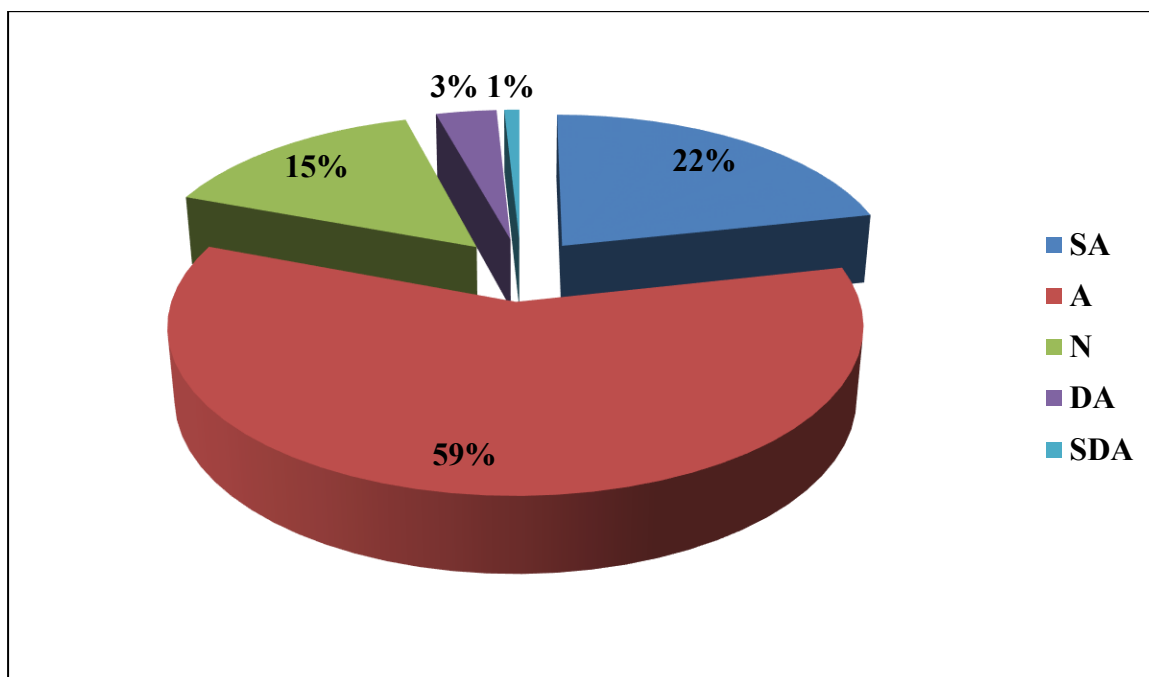


Fig. 2 College environment for the overall development of child

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

SA	A	N	DA	SDA
66	205	63	12	6

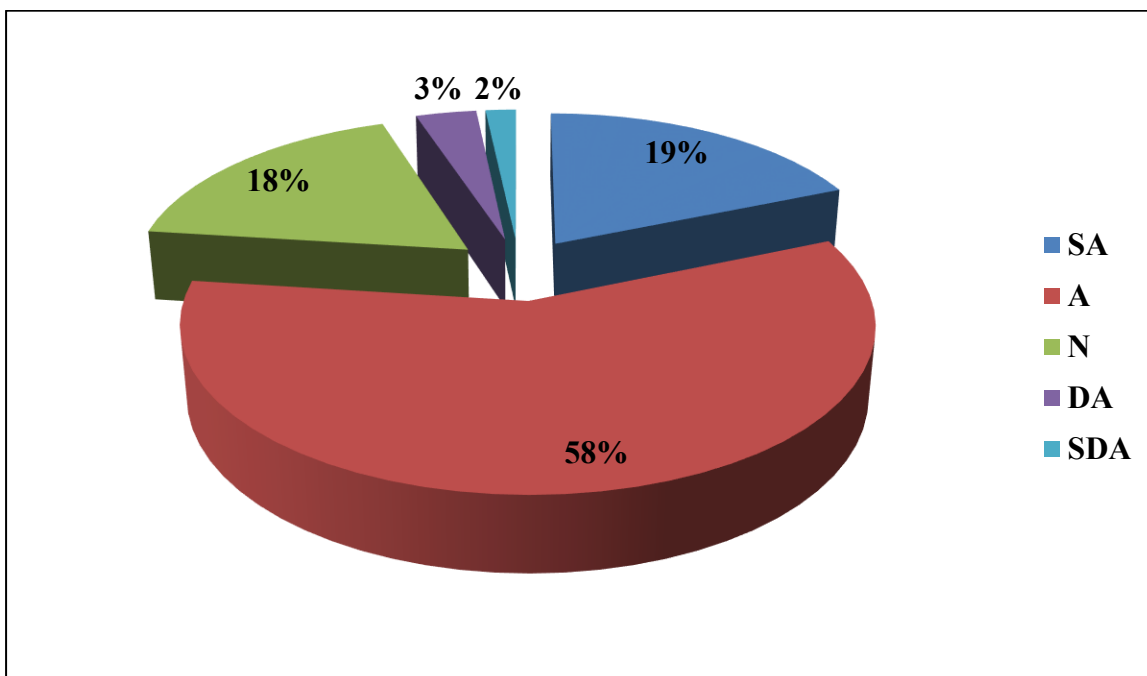


Fig. 3 Adequate hostel, library and sports facilities in the college

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

SA	A	N	DA	SDA
51	228	57	12	4

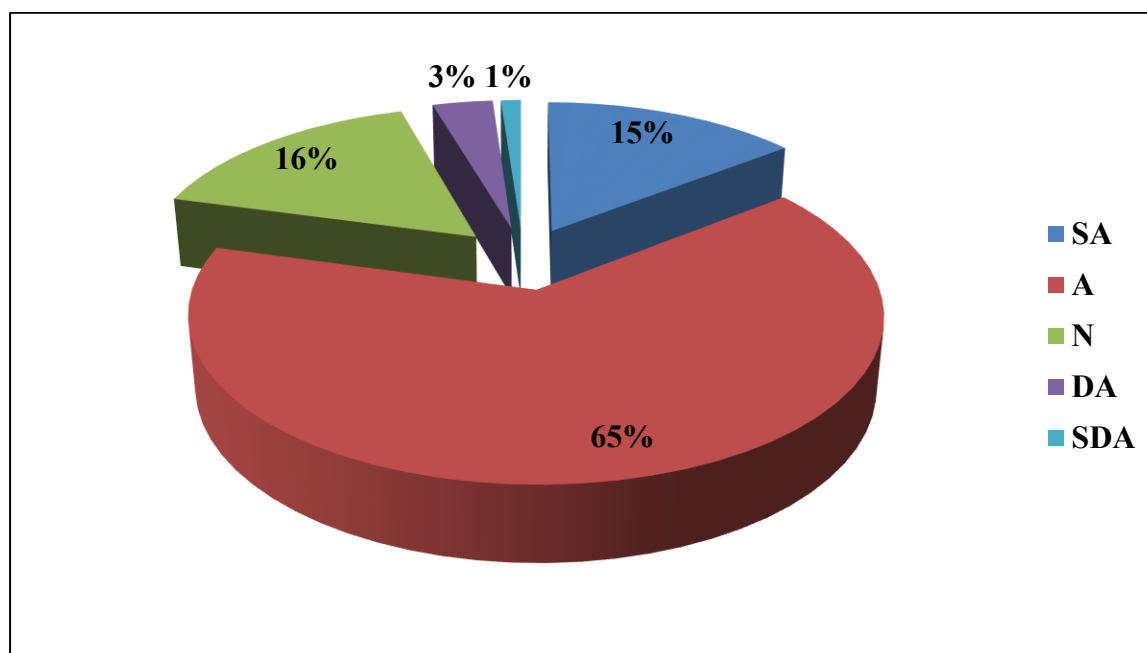


Fig. 4 Transparency of evaluation system about performance of the child

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

SA	A	N	DA	SDA
72	223	41	12	4

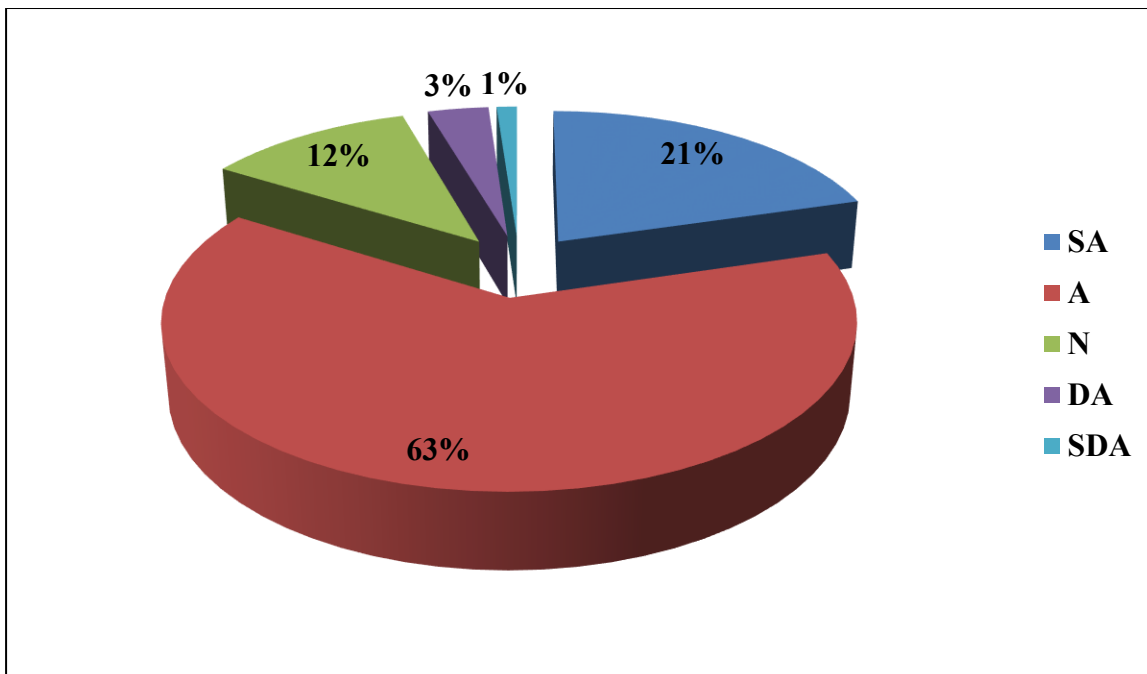


Fig. 5 Satisfaction for the communication of your child's performance

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

SA	A	N	DA	SDA
69	209	53	10	11

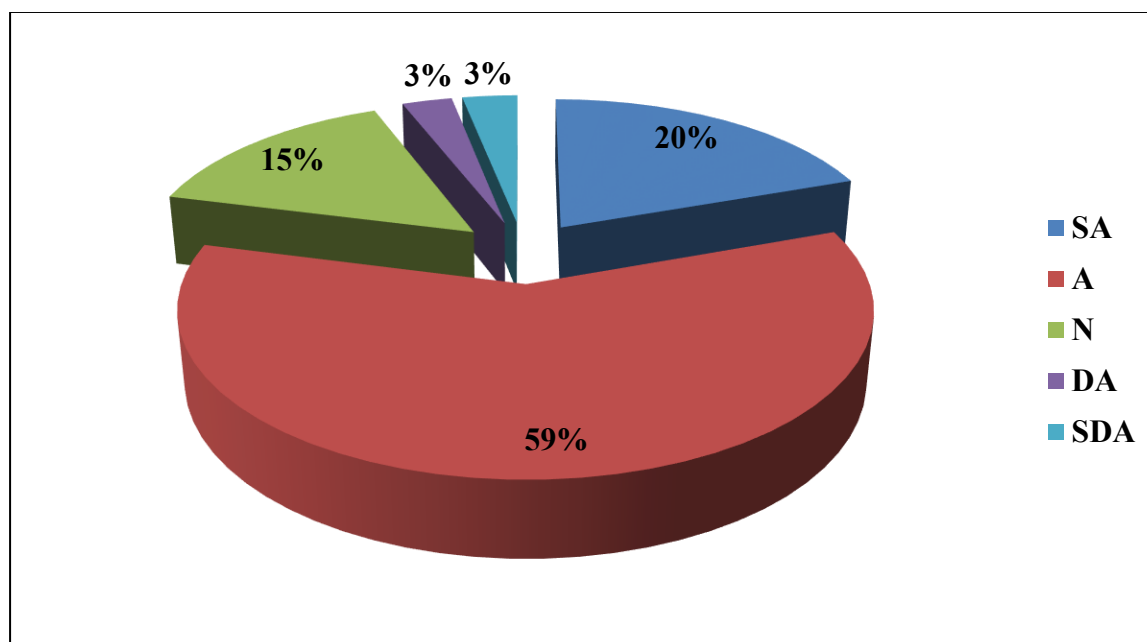


Fig. 6 Adequate security and safety measures in the college

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

SA	A	N	DA	SDA
92	207	43	7	3

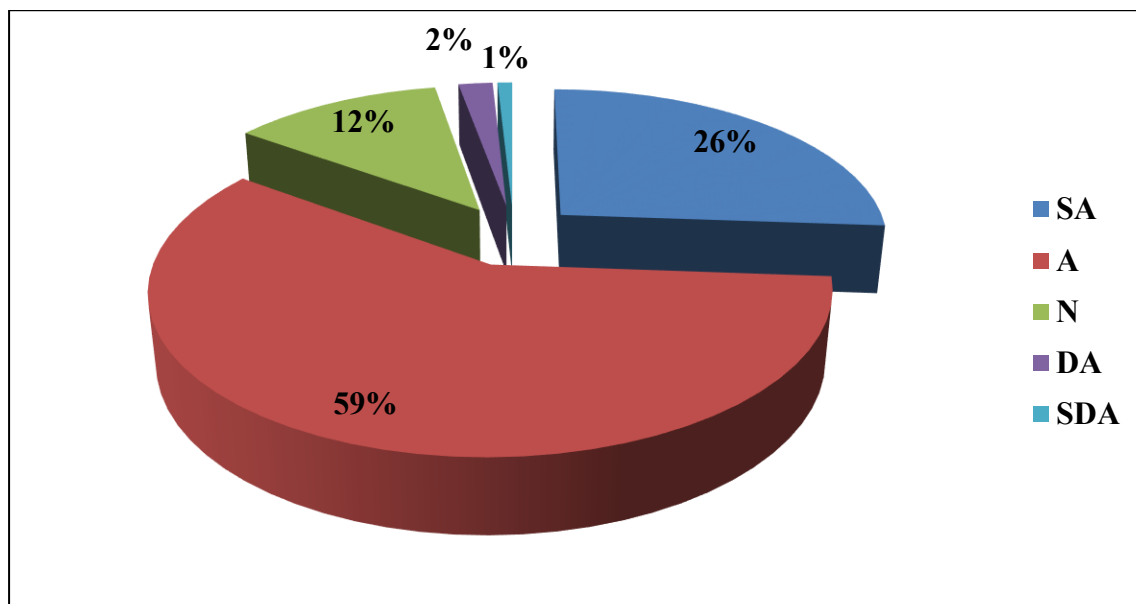


Fig. 7 Academic skill and quality teaching provided by the college

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

SA	A	N	DA	SDA
92	208	34	11	7

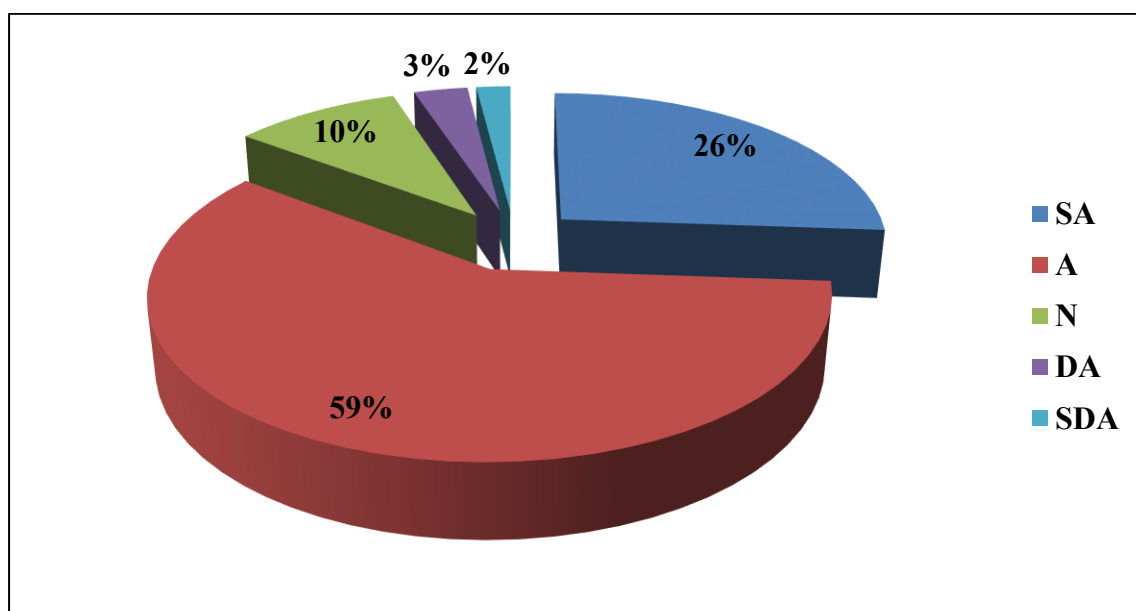


Fig. 8 Improvement in your child's knowledge through interaction with the teachers

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

SA	A	N	DA	SDA
87	187	51	17	10

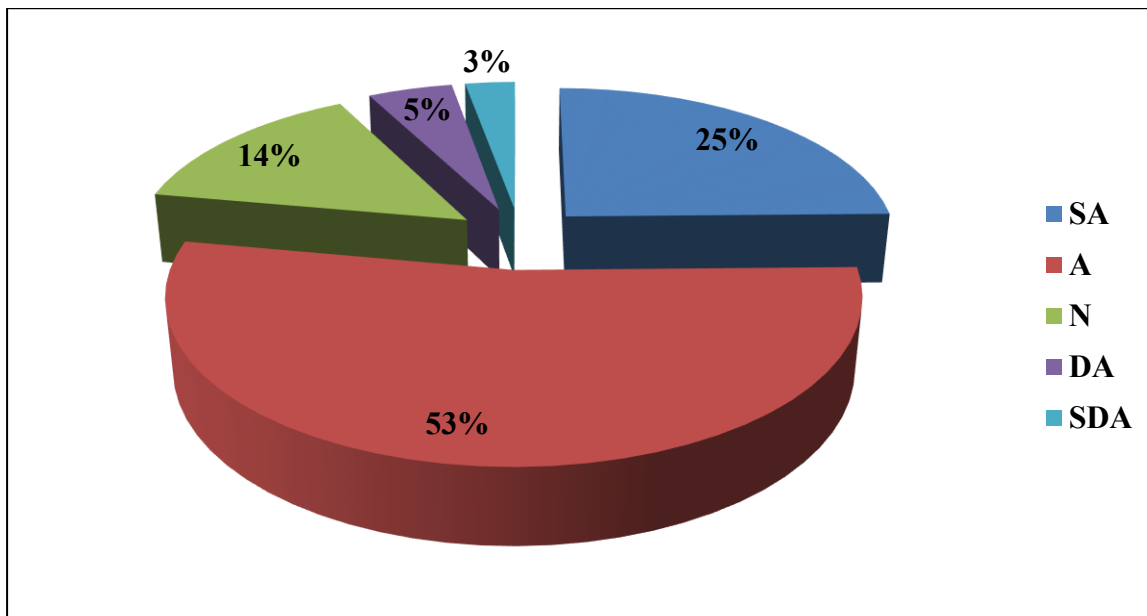


Fig. 9 Adequate arrangement of fests, events and extracurricular activities by the college

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

SA	A	N	DA	SDA
59	186	66	27	14

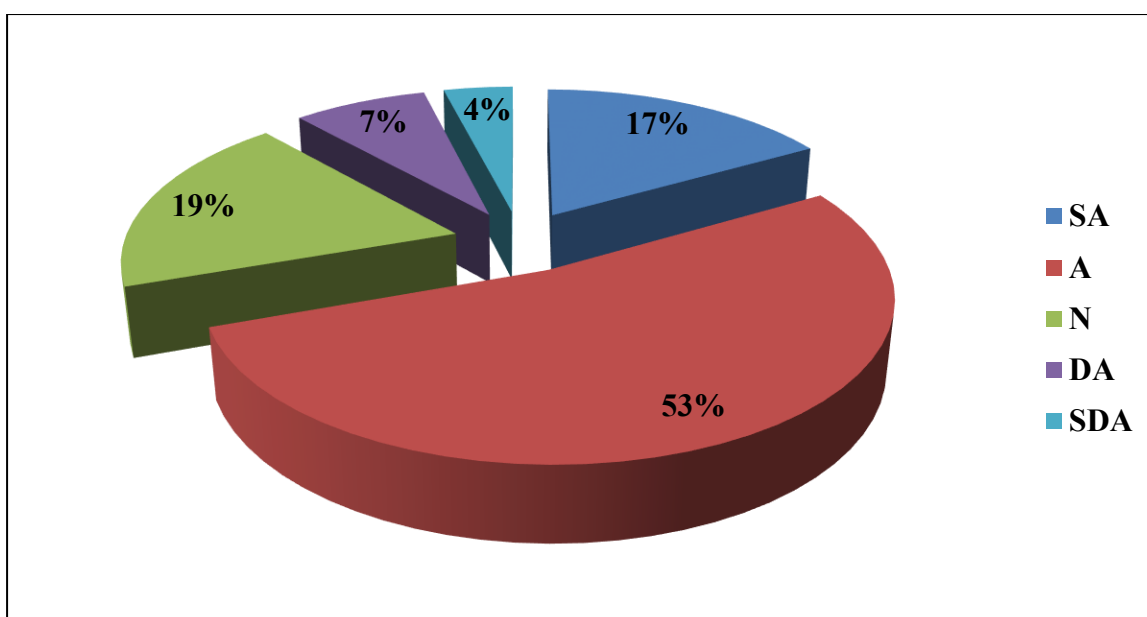


Fig. 10 Sufficient training and placement opportunities in the college

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

SA	A	N	DA	SDA
69	215	50	15	3

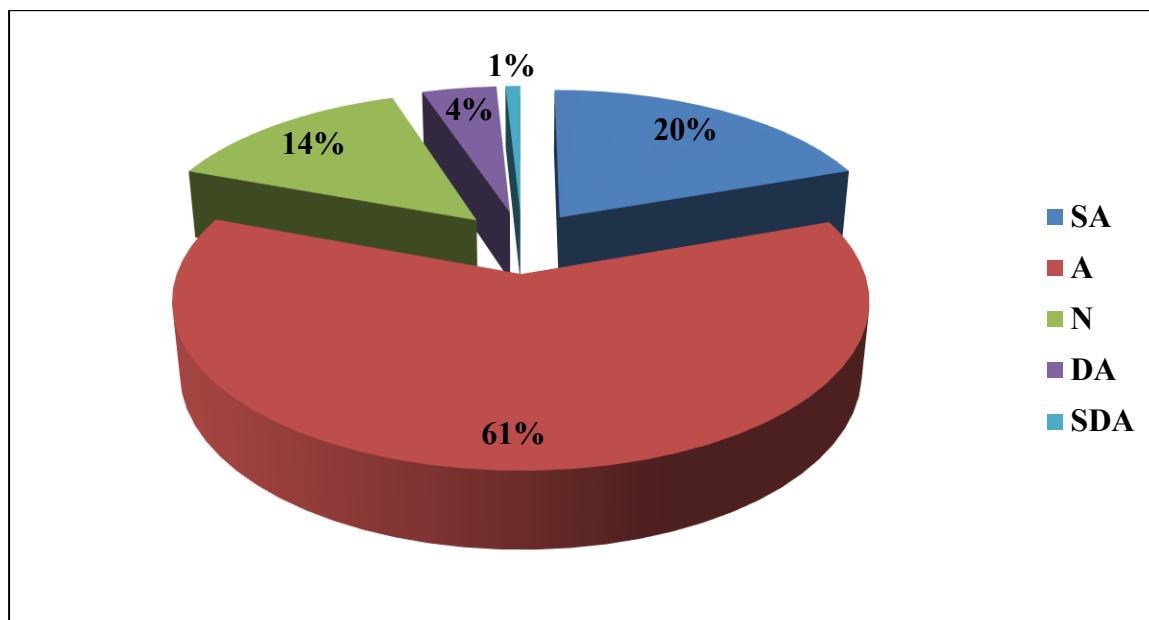


Fig. 11 Quality and relevance of courses to improve learning

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

SA	A	N	DA	SDA
84	214	41	8	5

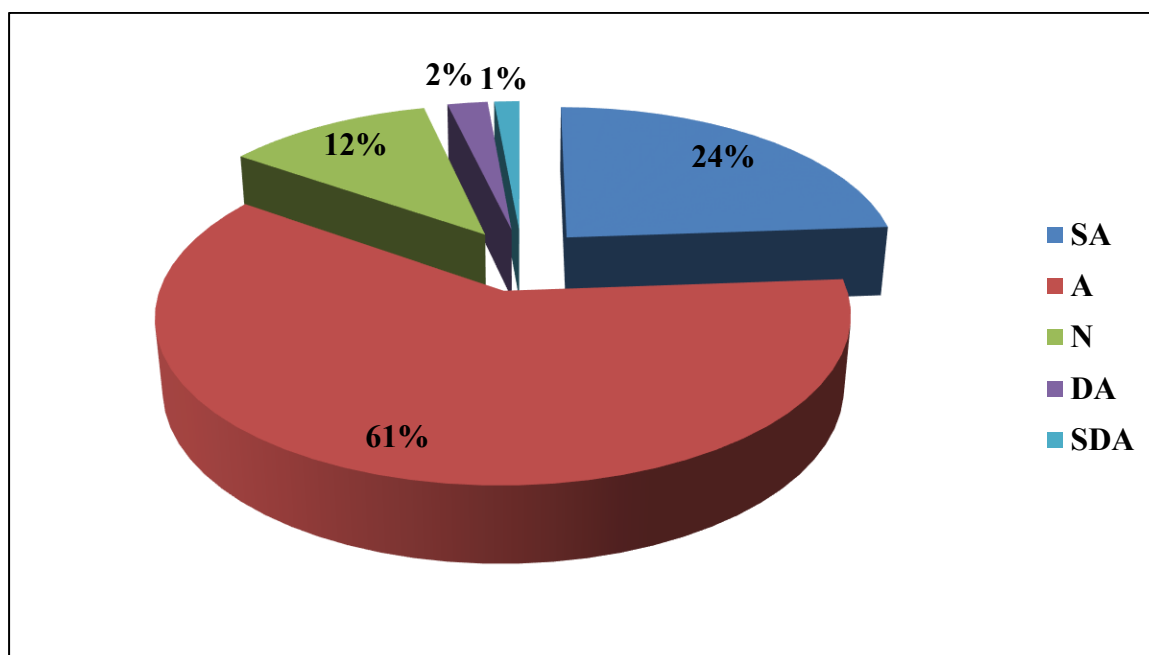


Fig. 12 Satisfaction level with syllabus and curriculum design of child's course

Feedback outcomes

1. Large ratio of parents (81%) is happy with the infrastructure provided in the institute. Parents are satisfied with the learning resources available in the college. Only the negligible number of parents (4%) is dissatisfied towards the point.
2. 81% of the parents have submitted that institute have fairly contributed in their child's overall development and enhance their personality growth. 15% of the parents are neutral and 4% of the parents have shown their dissatisfaction.
3. On the point of library, hostel and sports 77% of the parents have agreed while 5% parents need improvement in the existing facilities in the college.
4. On the transparency in the evaluation system in the college 79% parents have agreed with this, negligible number 4% have shown dissatisfaction with the process. While 16% of the parents are neutral on this point.
5. Many of the parents (73%) are happy with the procedure adopted by college for the communication about performance of their child. Only 4% of the parents asked to improve the communication channel to inform the parents.
6. Many of the parents (79%) are happy with the procedures adopted for security and safety measures. 6% of the parents advised the college committee to revise the safety rules.
7. 85% parents have agreed on the academic skills and quality teaching provided in the college. 12% of the parents stand neutral while 3% of the parent shown dissatisfaction towards the criteria.
8. 85% of the parents are happy that their child is improving his/her knowledge through interaction with college faculty. And 81% of the parents are satisfied with the quality and the relevance of the courses included in the curriculum to improve learning. 10% and 14% of the parents respectively stand neutral on these points.
9. Large numbers of parents (70%) are happy with the training and placement opportunities and internships provided by the college. 12% of the parents demanded for more placement drive to be conducted in the college campus.
10. On the criteria of extra-curricular activities 78% of the parents are satisfied while 8% are dissatisfied and 14% of the parents stand neutral.

Suggestions:

1. 18% of the parents have demanded to upgrade the hostel, library and sports facilities provided in the college. More tournaments can be organized to involve the students in the sports. Library period must be included in the time table.
2. According to analysis 16% of the parents are neutral on transparency in the evaluation system at the college level. These responses can be turned into positive by providing details of assessments of the students in the parents teachers meeting.
3. 8% of the parents have submitted that festivals, events and extracurricular activities arranged by college are not adequate. Various types of fest, educational trips and cultural programs should be included in the college activities.
4. 11% of the parents are not satisfied with the training & placement opportunities, internship provided by the college. Mock interviews, industrial trainings and job fairs should be organized by 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 49 faculty members of the college:

Type of Feedback	Number of responses
Faculty	49
Areas Assessed: 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
8	33	6	2	0

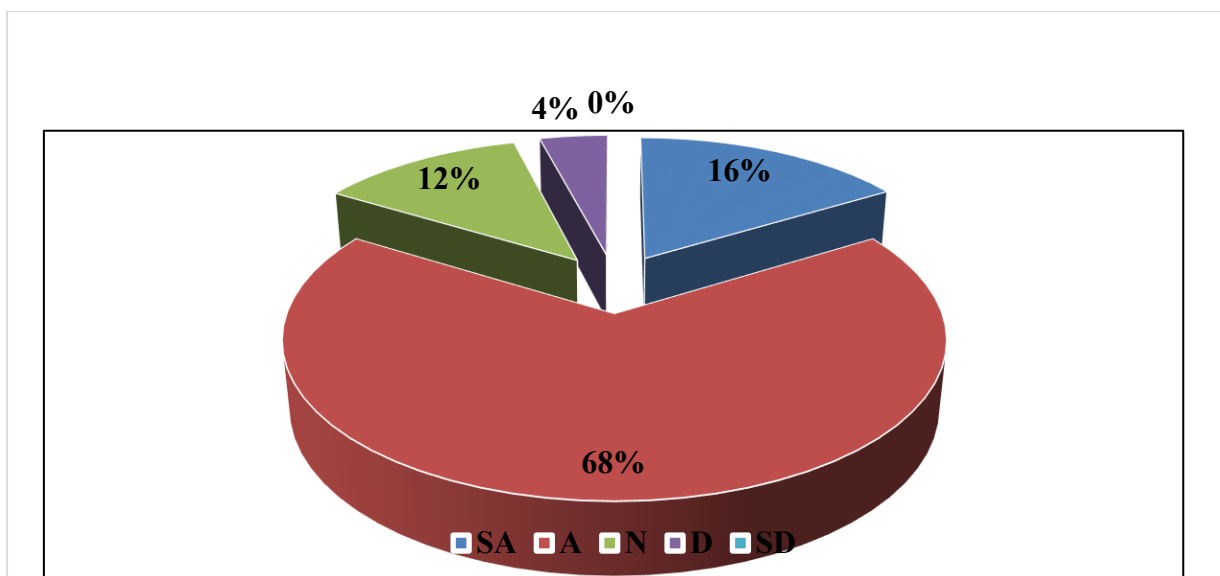


Fig 1. Relevance of the programs offered by Board of studies

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

SA	A	N	D	SD
7	33	7	2	0

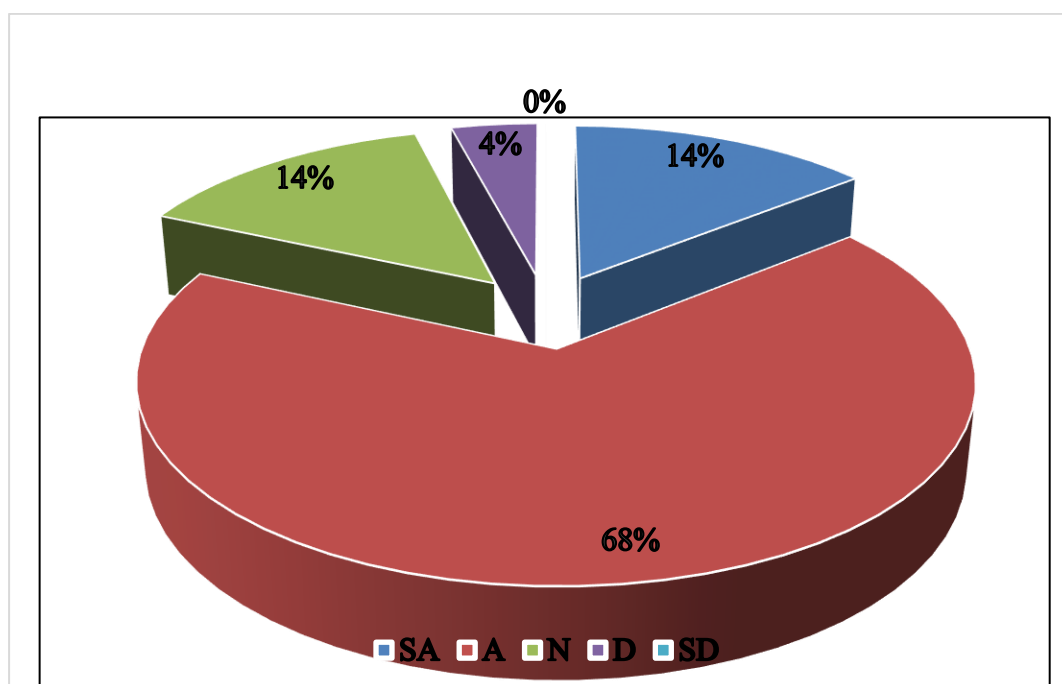


Fig. 2 Design and development of curriculum by University

3. The curriculum has been updated from time to time

SA	A	N	D	SD
8	22	14	5	0

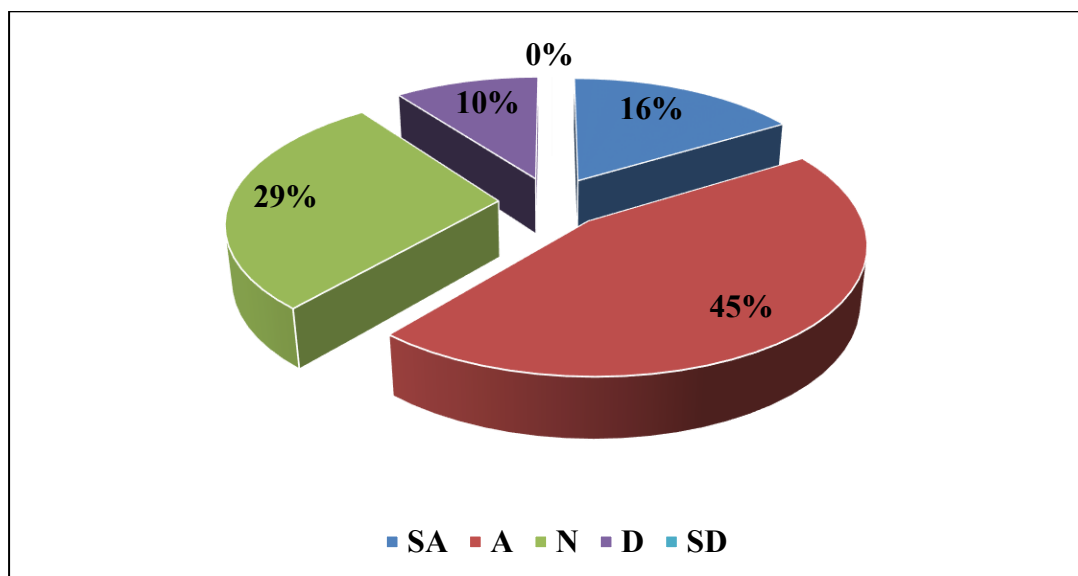


Fig. 3 Timely updation of curriculum by University

Teaching, Learning, Evaluation & Research

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

SA	A	N	D	SD
12	27	10	0	0

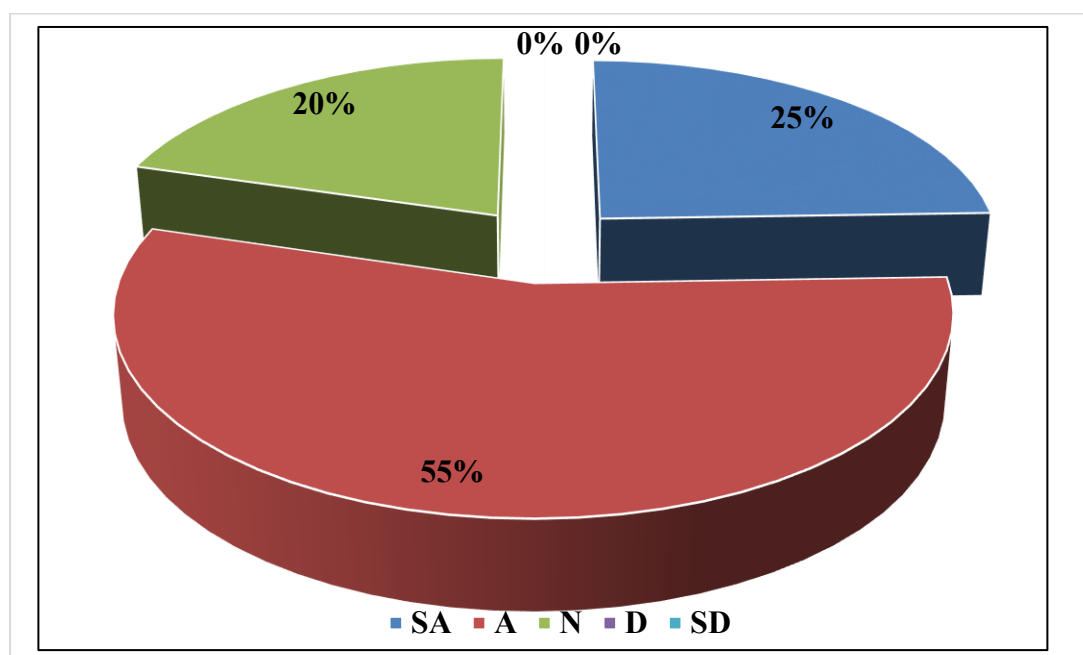


Fig. 4 Effectiveness of admission system in college

5. Student centred learning resources are available in the Institution

SA	A	N	D	SD
10	35	4	0	0

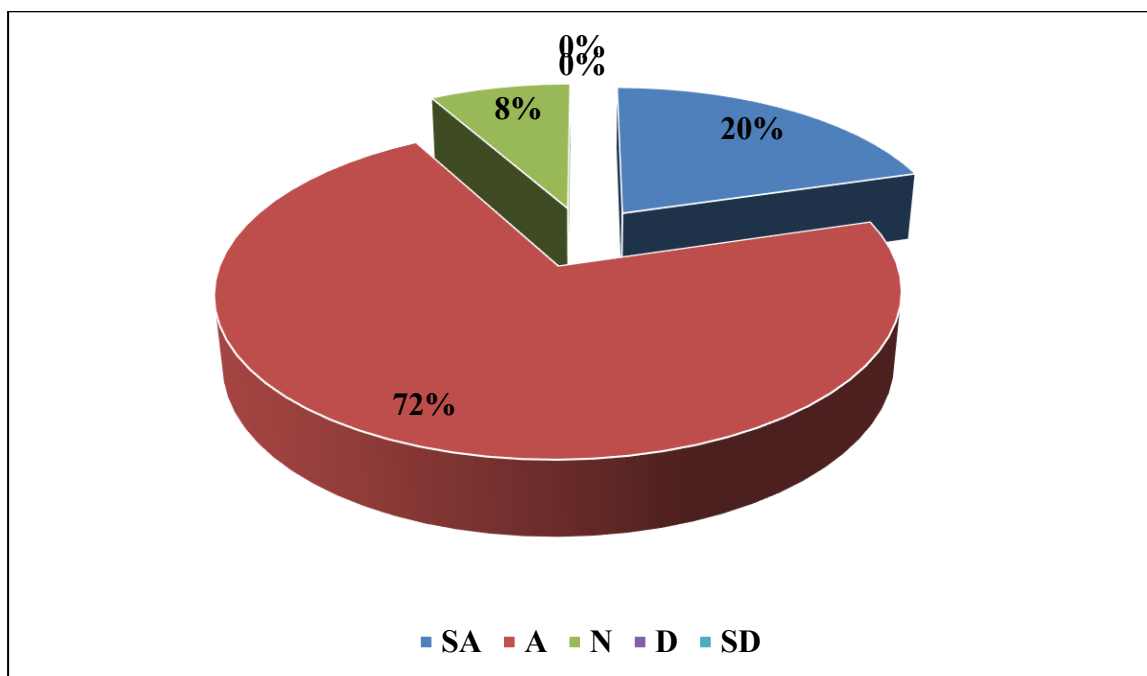


Fig. 5 Availability of student-centered learning resources

6. The faculty is updating their knowledge and skills

SA	A	N	D	SD
24	23	2	0	0

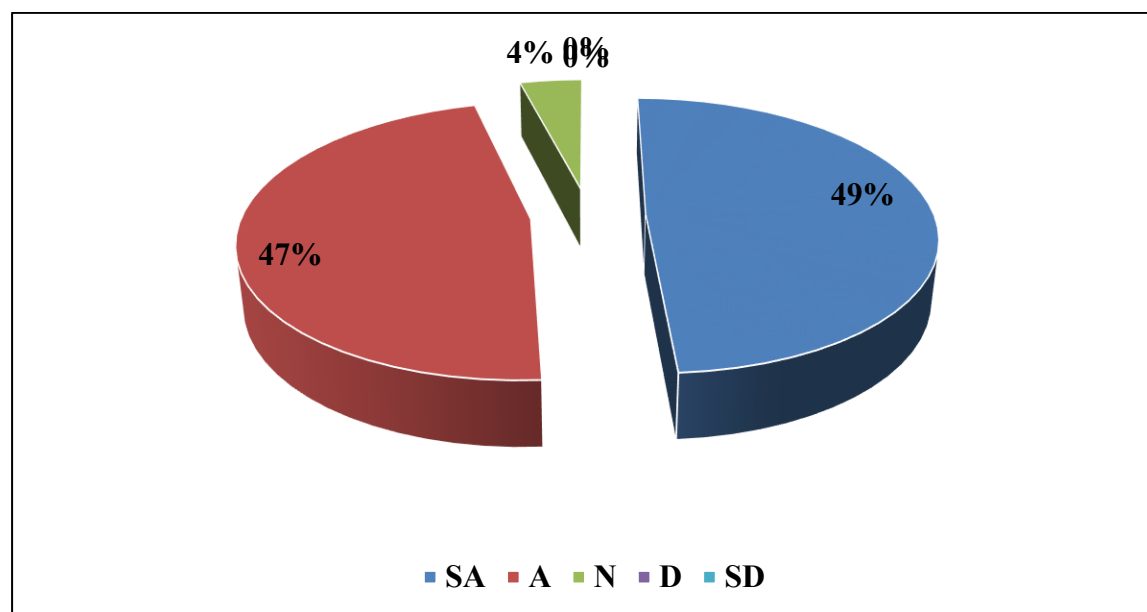


Fig. 6 Improvements in knowledge and skills of faculty

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

SA	A	N	D	SD
17	26	5	1	0

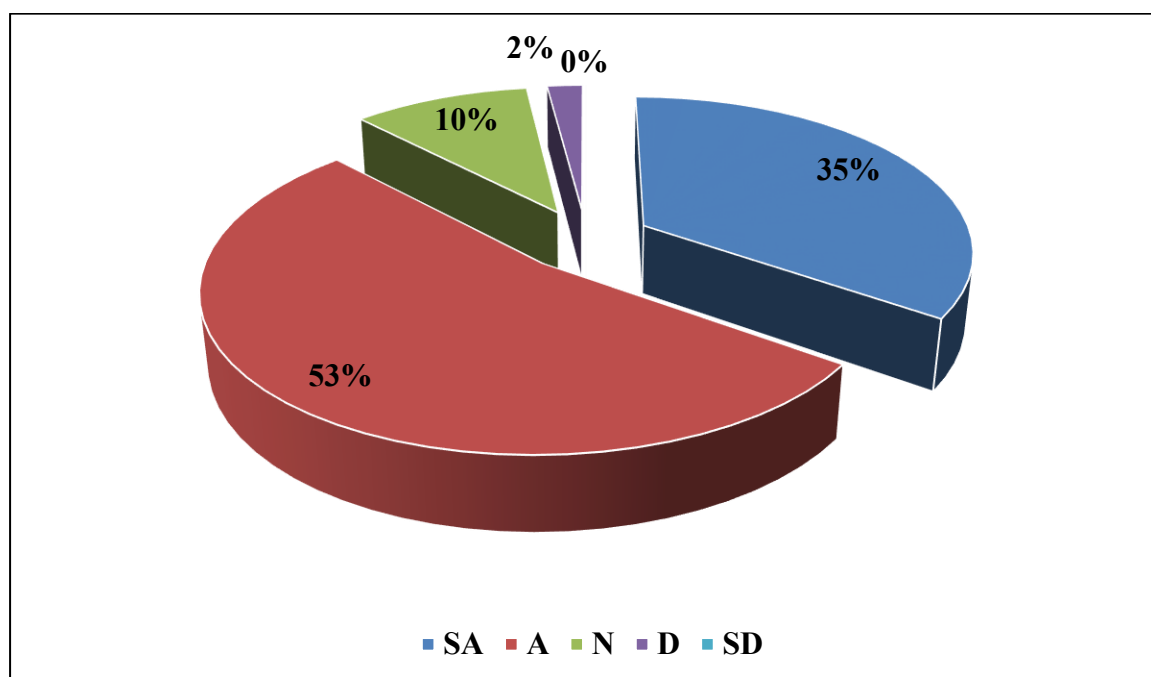


Fig. 7 Optimum use of library by faculty and students

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

SA	A	N	D	SD
13	28	5	2	0

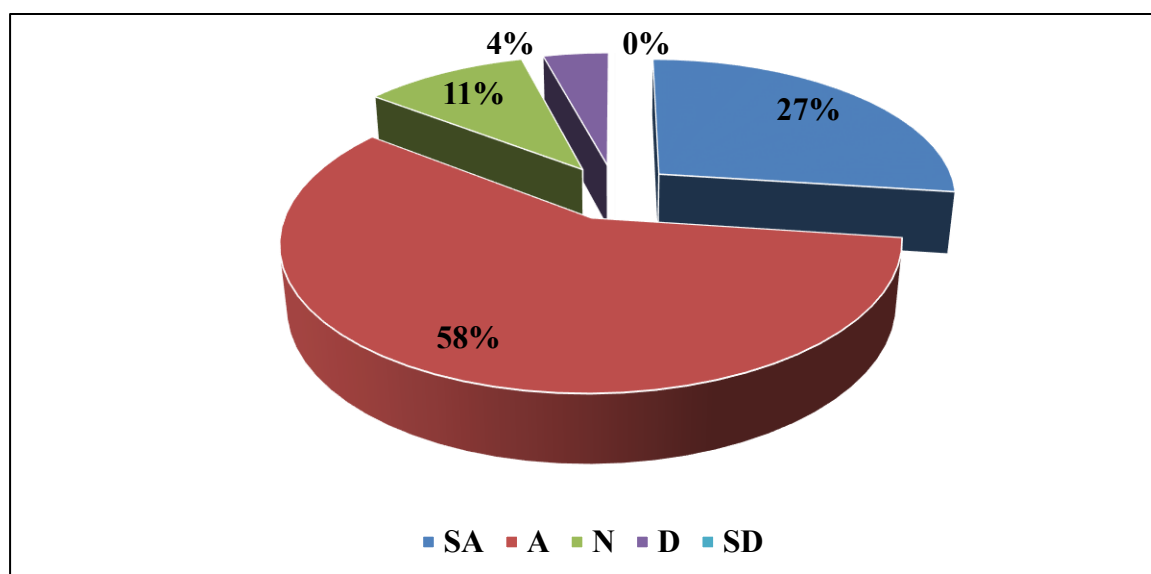


Fig. 8 Adequacy of teaching aids and ICT tools in the departments

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

SA	A	N	D	SD
21	23	5	0	0

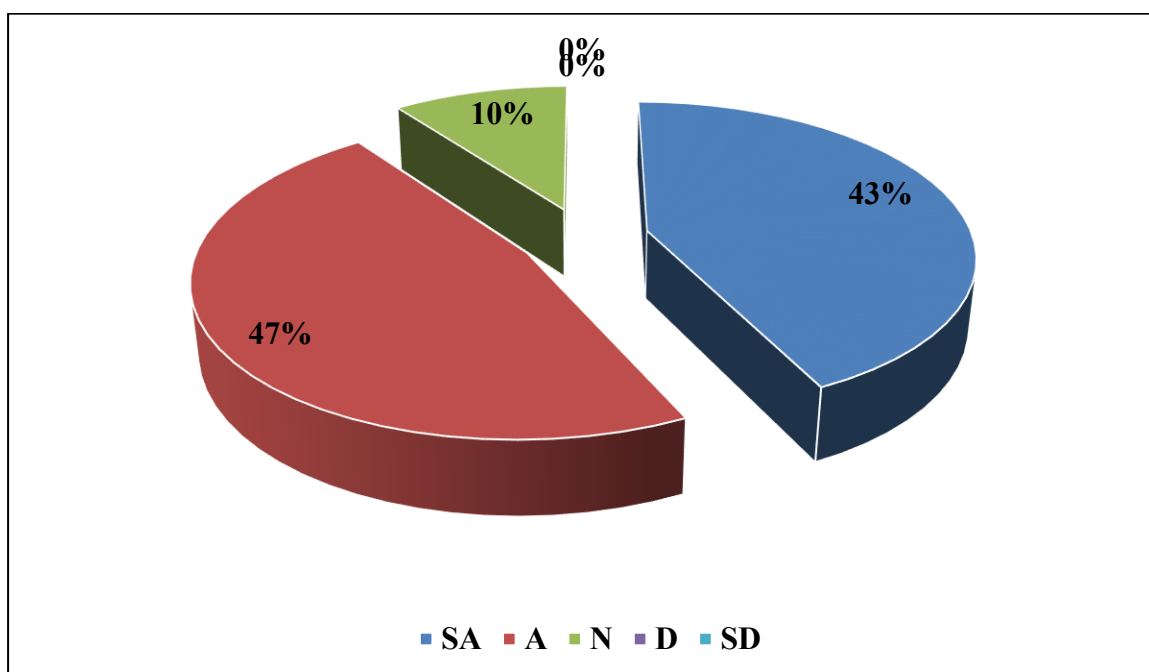


Fig. 9 Encouragement of teachers by institution to organize and participate in faculty development program

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

SA	A	N	D	SD
16	25	7	1	0

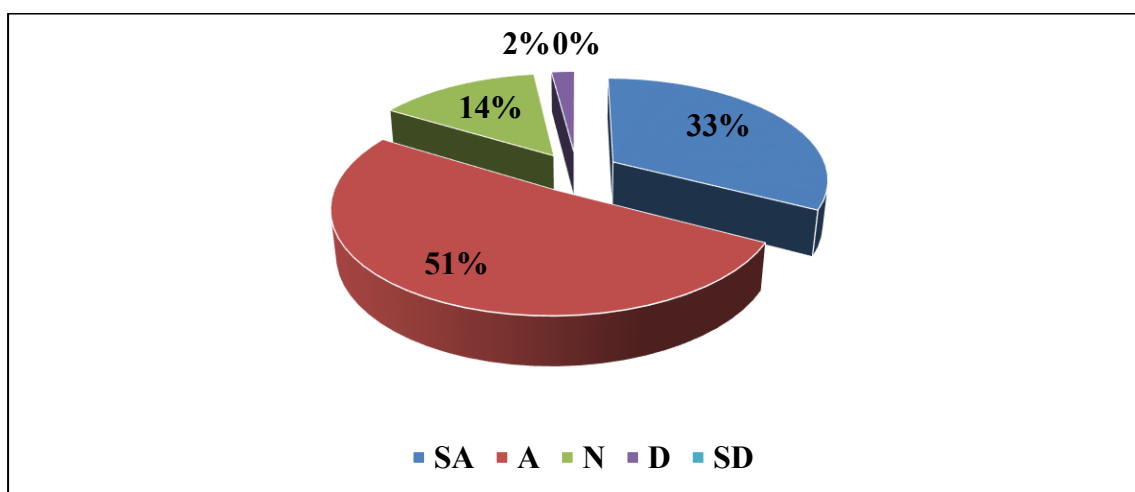


Fig. 10 Motivation of teachers by Institution to carry out research and extension activities

11. The teachers are encouraged to establish linkages with Industries

SA	A	N	D	SD
11	28	10	0	0

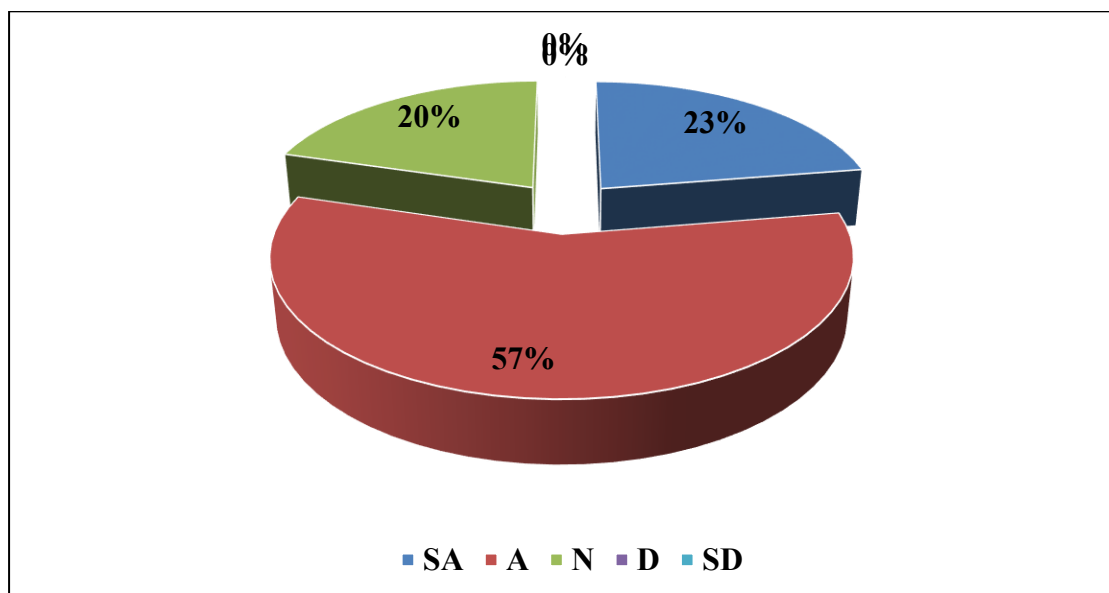


Fig. 11 Encouragement of teachers to establish Industrial linkages

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

SA	A	N	D	SD
19	26	4	0	0

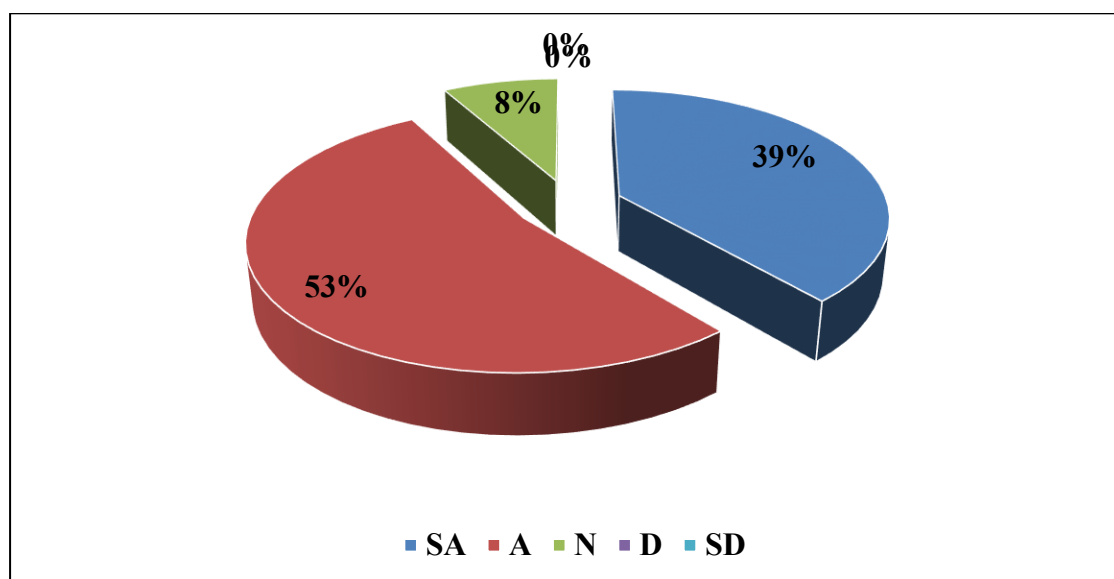


Fig. 12 Efficiency of Examination and Evaluation systems in the College

Infrastructure

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

SA	A	N	D	SD
10	29	4	6	0

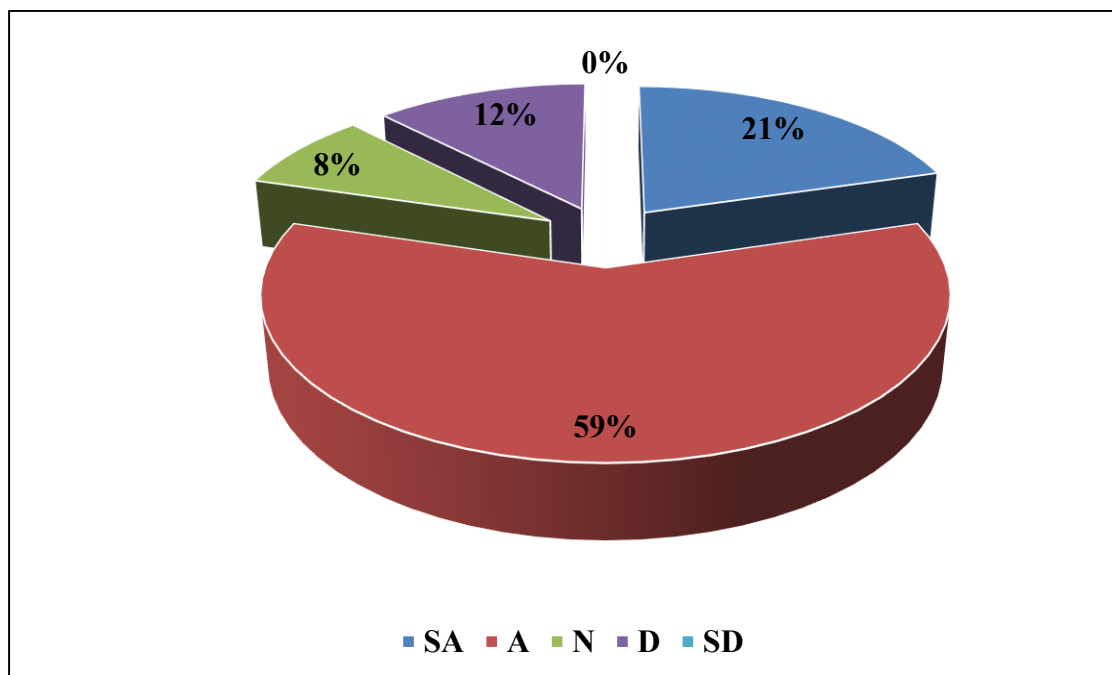


Fig. 13 Adequacy of classrooms, furniture and toilets for faculty and students

14. The buildings and furniture are well maintained

SA	A	N	D	SD
9	27	7	6	0

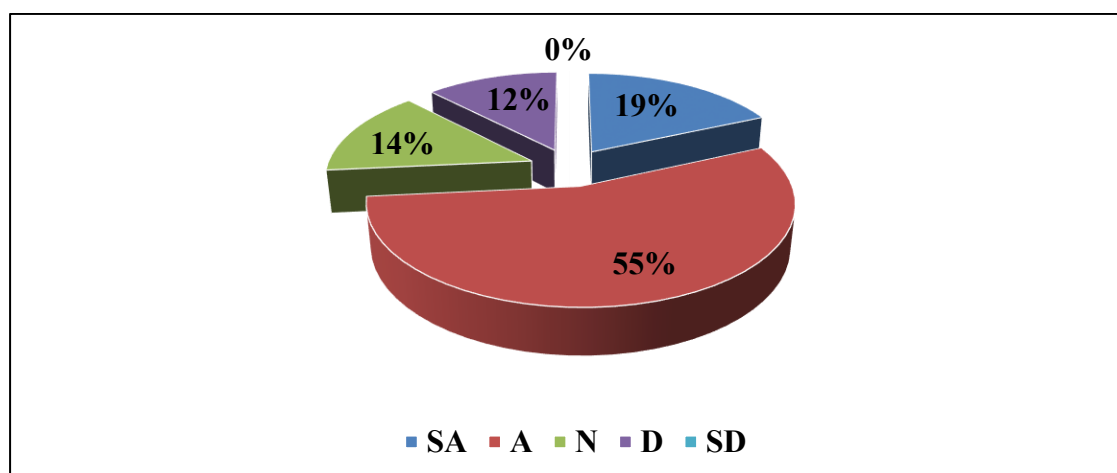


Fig. 14 Maintenance of buildings and furniture by the Institution

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

SA	A	N	D	SD
11	31	5	2	0

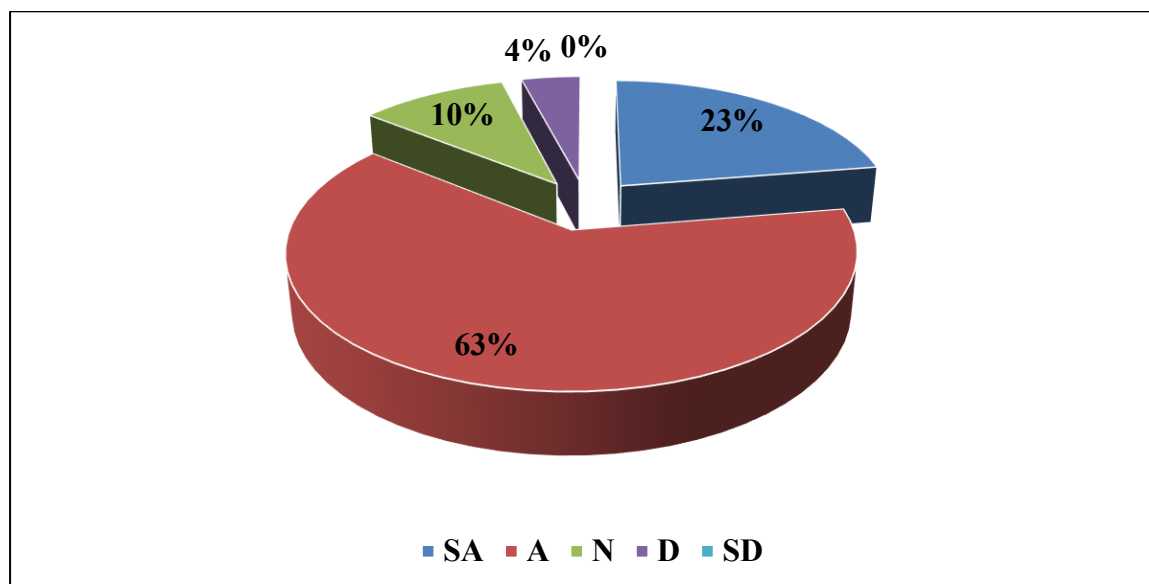


Fig. 15 Upgradation of lab facilities

16. Parking facilities are available adequately

SA	A	N	D	SD
18	28	1	2	0

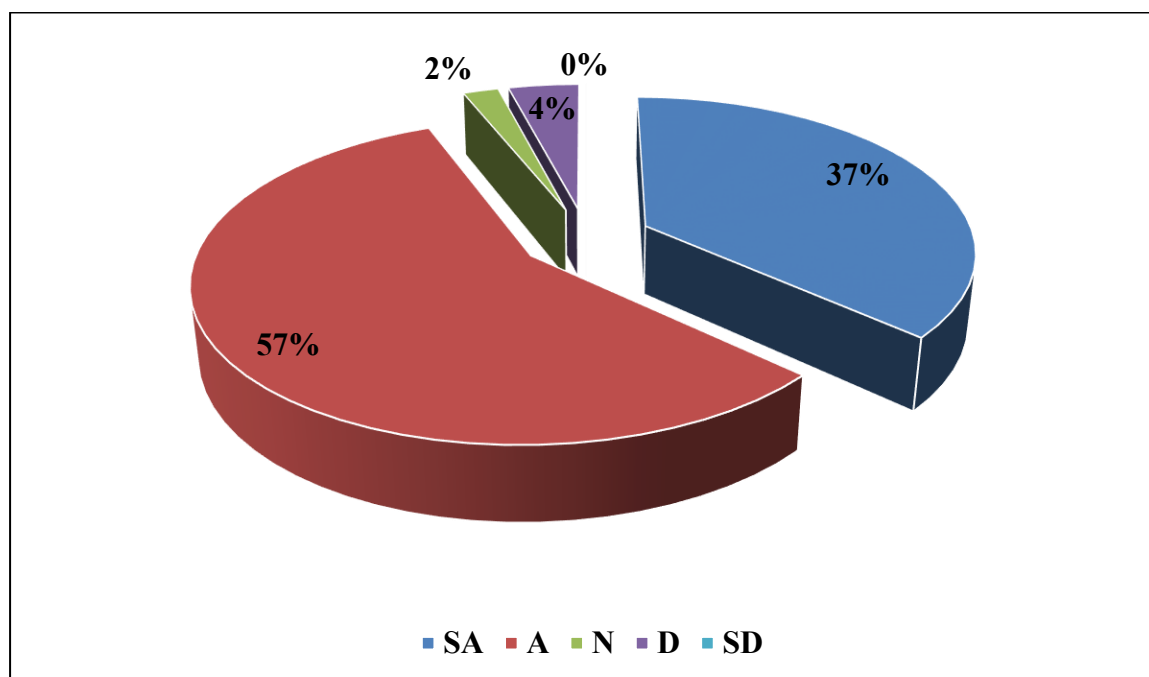


Fig. 16 Availability of parking area

17. Cafeteria and drinking water facilities are adequately provided

SA	A	N	D	SD
9	29	7	4	0

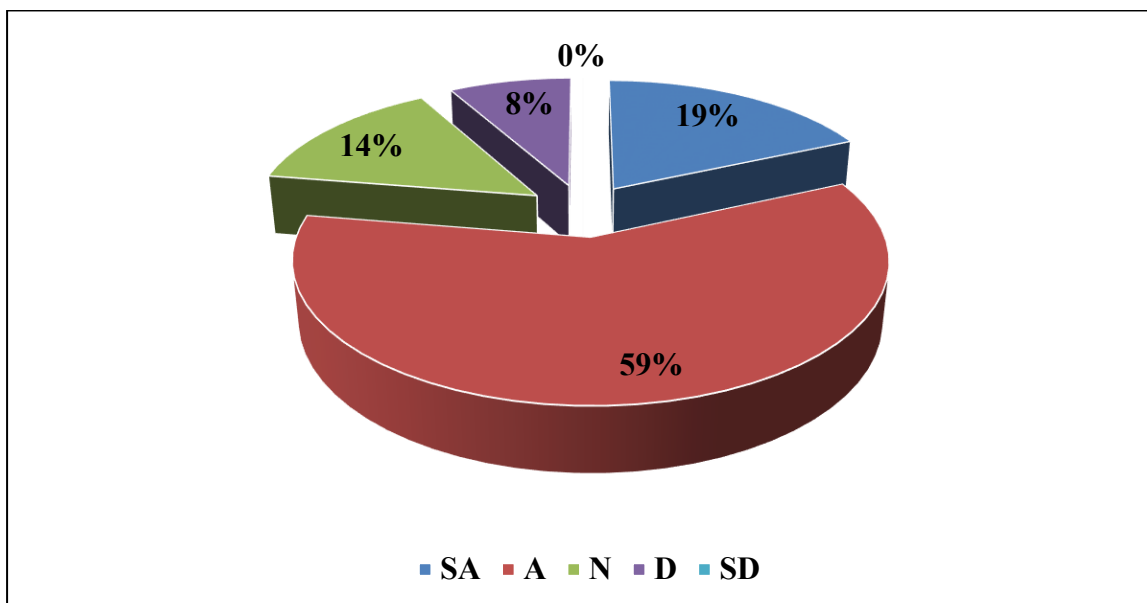


Fig. 17 Provision of cafeteria and drinking water facilities

18. Sports infrastructure is adequate

SA	A	N	D	SD
5	35	6	3	0

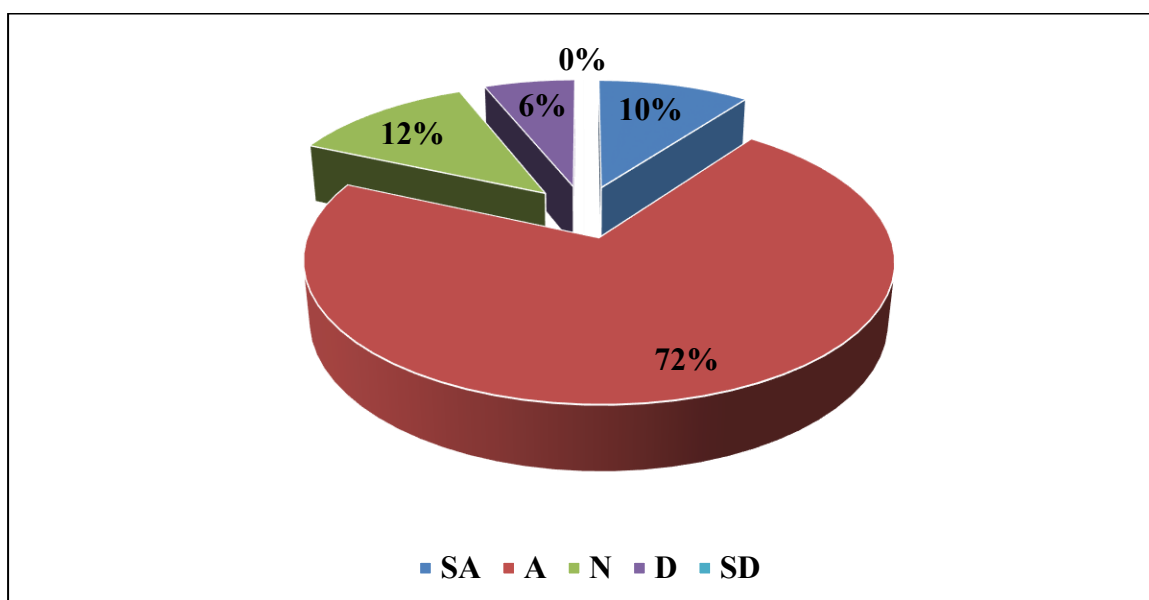


Fig. 18 Adequacy of Sports Infrastructure

Governance

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

SA	A	N	D	SD
12	31	6	0	0

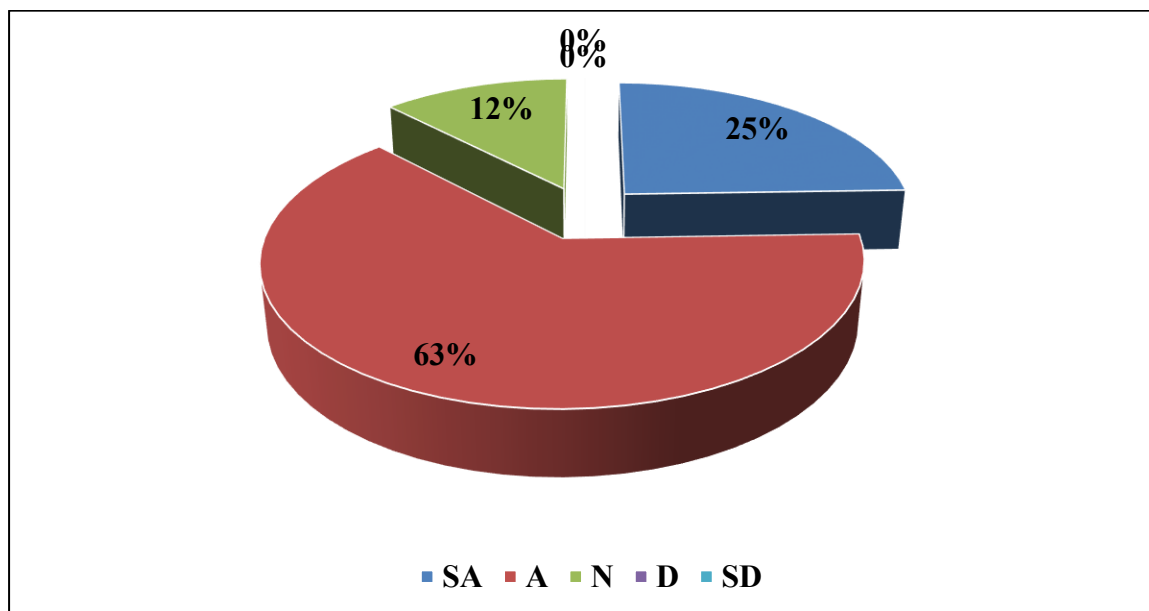


Fig. 19 Role of administration in the development of Institution

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

SA	A	N	D	SD
11	31	7	0	0

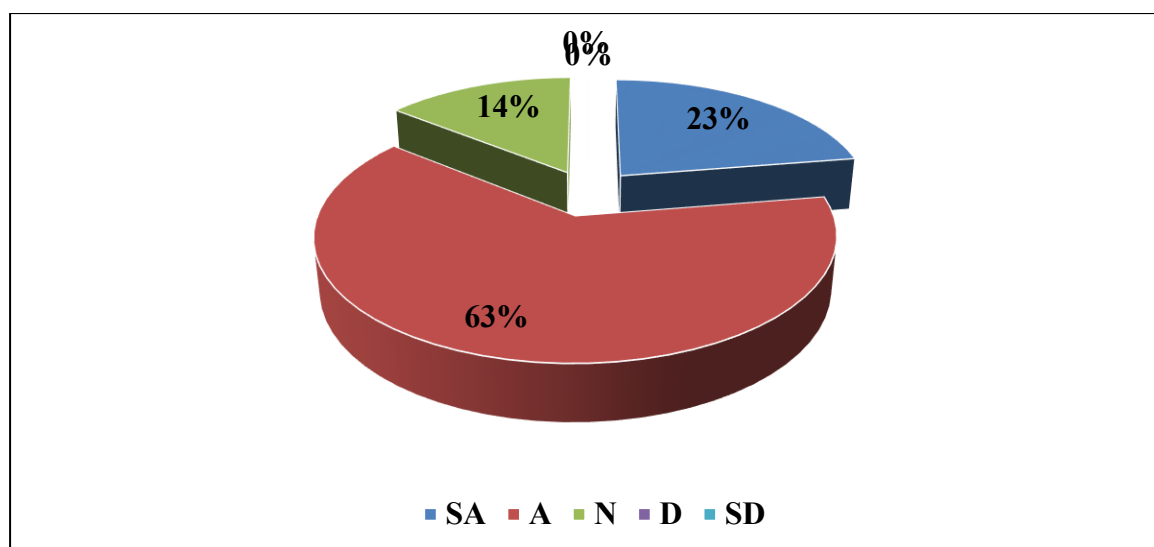


Fig. 20 Contribution of administration for improvements due to quality initiatives taken during last academic year

21. The faculty has the freedom to express their opinions

SA	A	N	D	SD
7	33	6	3	0

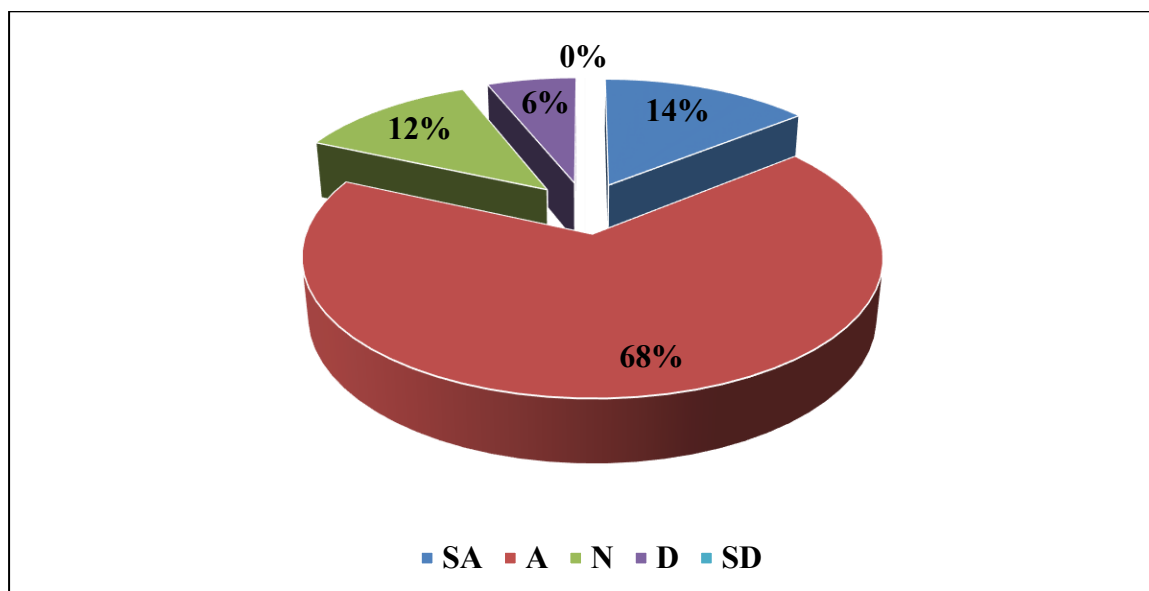


Fig. 21 Faculty is set free to provide their suggestions

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

SA	A	N	D	SD
9	35	2	3	0

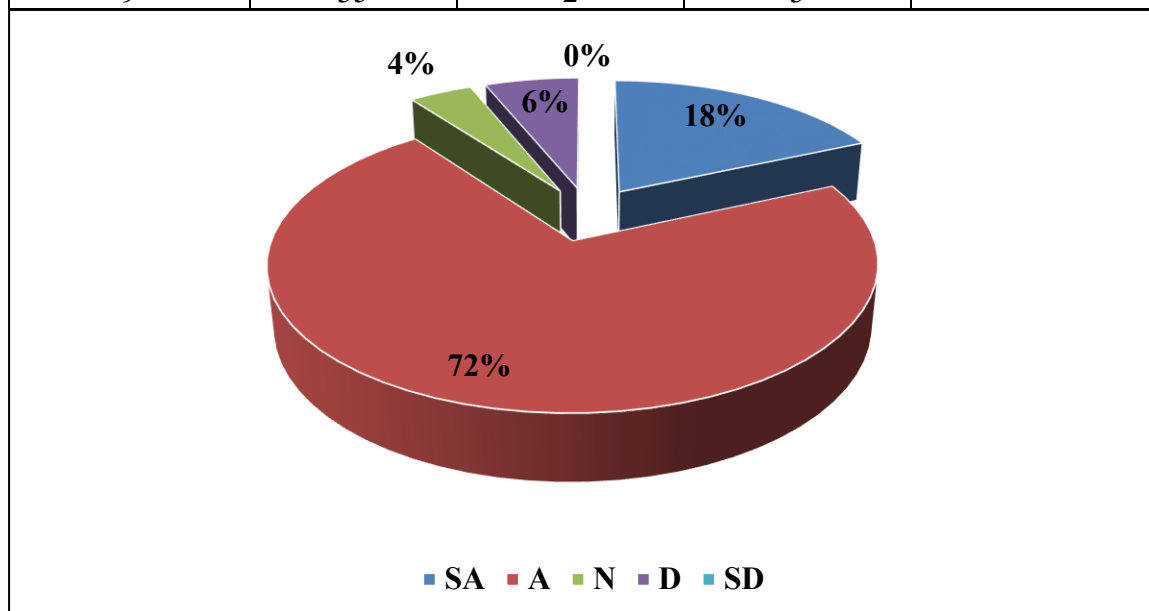


Fig. 22 Efficient working of IQAC to promote quality in the Institution

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

SA	A	N	D	SD
10	27	8	4	0

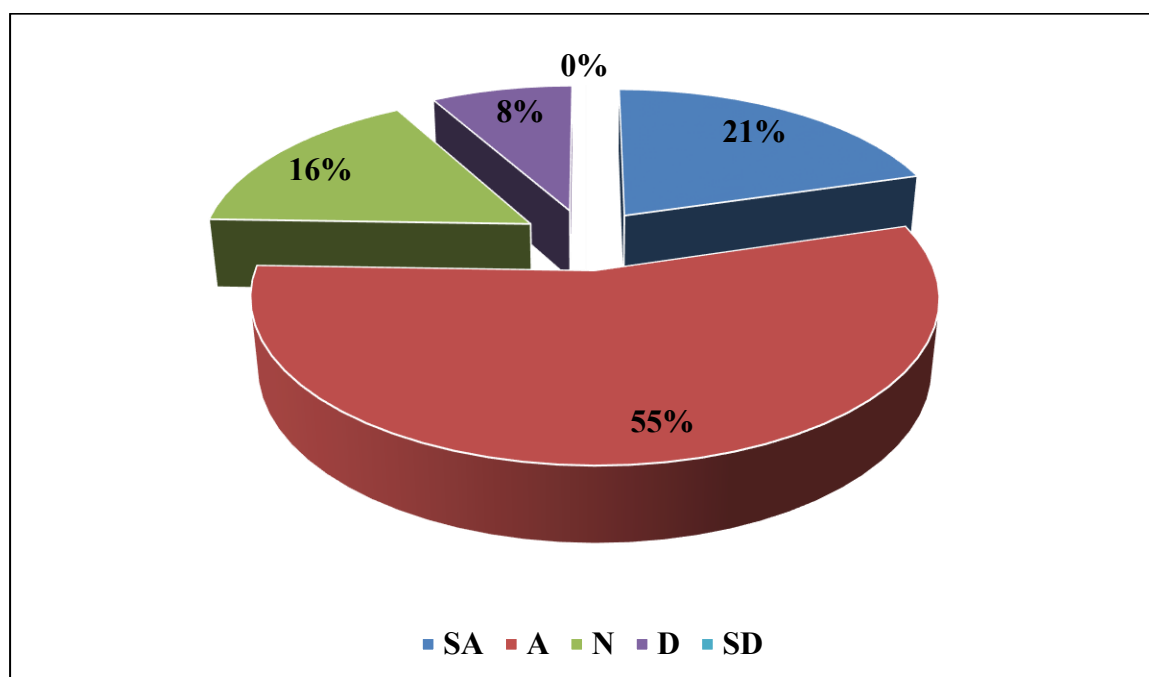


Fig. 23 Opportunities and support provided by Institution to faculty and their family members

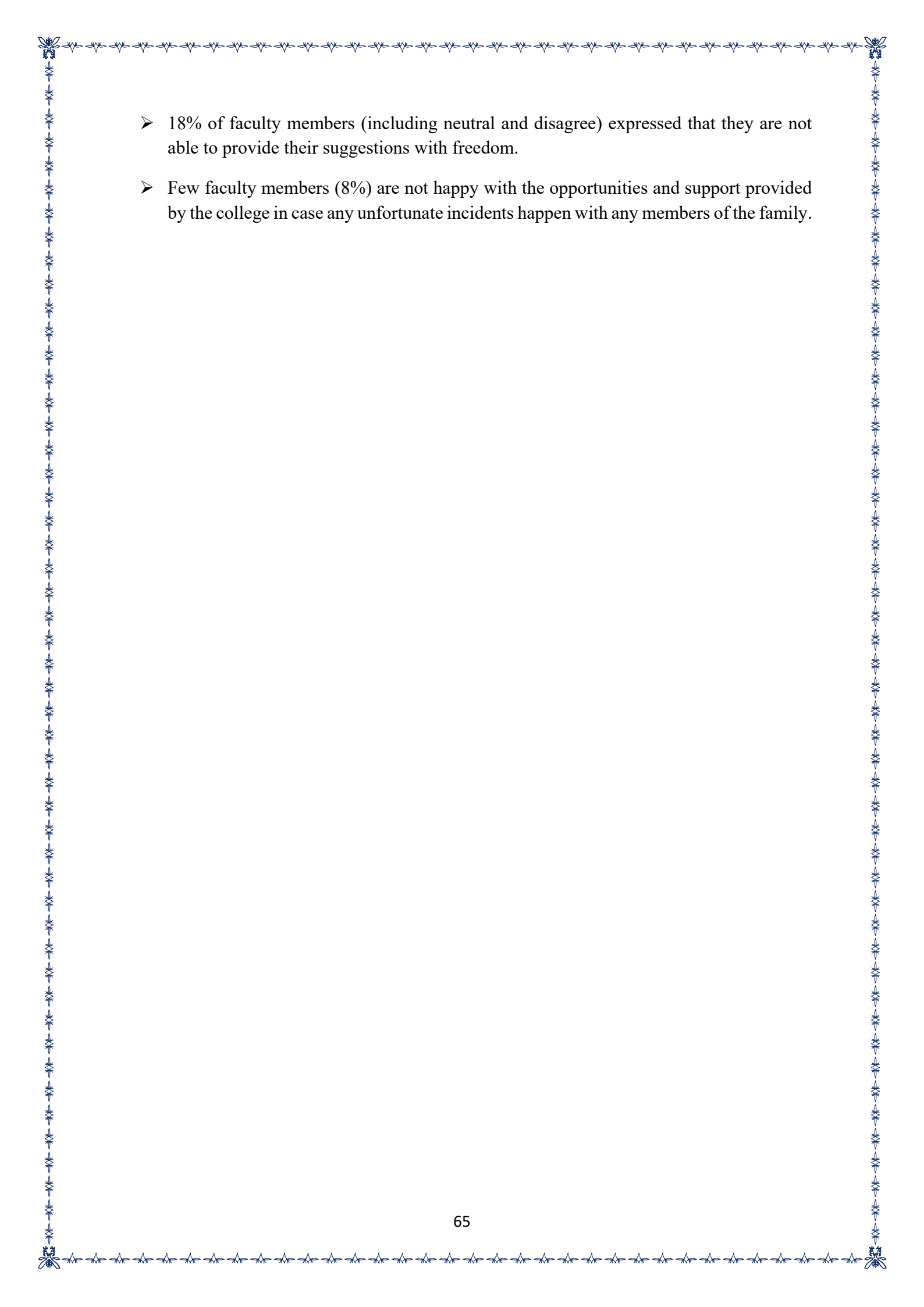
Feedback outcomes

- Large numbers of faculty members (84%) are satisfied with the current relevance of the programs being offered and implemented in the college is according to the need of the students. Content is also updated. 12% of the faculty is neutral on this point while 4 % of the faculty members need change in content.
- 81% of the faculty is satisfied university design and curriculum by university while 61% agreed that university is updating course content time to time. 14% and 29% respectively of the faculty is neutral where 4% and 10% of the faculty respectively have shown dissatisfaction in the implementation.
- On the point of admission process 79% of the faculty members are agreed while no one of the faculty member shown dissatisfaction while 20% are neutral.
- 91% of the faculty is updating their knowledge and skills through various sources like seminars, workshops etc. 88% faculty members' have submitted that library is optimally used by students and faculty members.

- ICT plays a vital role in education now a day. 85% of the faculty members are happy with adequacy of the teaching aids and ICT tools available in the various departments.
- 84% of the teachers are satisfied with the college to carry out research and extension activities in the college campus. They have submitted that institution is encouraging them to conduct and attend various workshops, conferences and symposiums. Only 2% of the faculty members are dissatisfied while 14% of the members are neutral.
- 79% of the faculty members are happy with the overall infrastructure in the college. While 12% of faculty members demanded more furniture to be installed in the classrooms and labs.
- Large numbers of faculty members (92%) are happy with the efficiency of examination and evaluation systems in the college. None of the faculty member is unhappy with the evaluation system.
- On the point of cafeteria and drinking water 77% of the faculty members have submitted that services are adequate while 8% want change and more services availability in the cafeteria. 14% members are neutral.
- 81% of the faculty members have agreed that sports infrastructure is sufficient in the college campus for the students. 6% of the staff has demanded some equipment in the gym for the faculty members to be used in some free time.
- 87% of the staff agreed that administration is sincerely putting efforts for the development of the institution and also 85% have agreed with the contribution of administration for overall improvements in the last academic year.

Suggestion based on feedback analysis

- Although only 4% of the faculty members are dissatisfied with the existing curriculum offered by university but they have strongly recommended updating the curriculum of the course on time according to the new era of technology.
- Few of the faculty members have advised to increase the teaching aids and ICT tools like desktop computers, projector and screens etc. Also 12% of the faculty members are unhappy with the furniture provided in the campus. Time to time maintenance is recommended.
- 10% of the faculty was neutral towards the encouragement of administration to organize workshops, seminars, symposiums etc. administration can encourage faculty members by providing them some financial assistance.
- 6% of the faculty members have submitted that parking space is not adequate for parking vehicles. Some more space should be provided for faculty to park vehicles.
- Many of the faculty members (22%) suggested improving the quality of food in the cafeteria and watering facility in the campus.

- 
- 18% of faculty members (including neutral and disagree) expressed that they are not able to provide their suggestions with freedom.
 - Few faculty members (8%) are not happy with the opportunities and support provided by the college in case any unfortunate incidents happen with any members of the family.



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 24 members from the support staff of the college:

Type of Feedback	Number of responses
Supporting staff	24
Areas Assessed: <ol style="list-style-type: none"> 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

Strongly agree	Agree	Neutral	Disagree	Strongly disagree
5	10	2	4	3

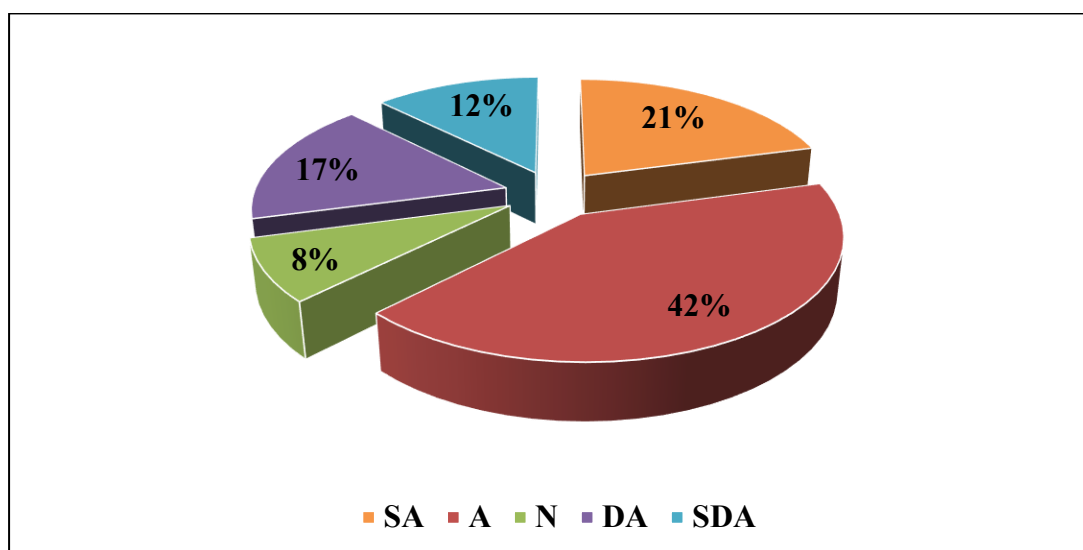


Fig. 1 Fair Work allotment

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

Strongly agree	Agree	Neutral	Disagree	Strongly disagree
8	8	2	6	0

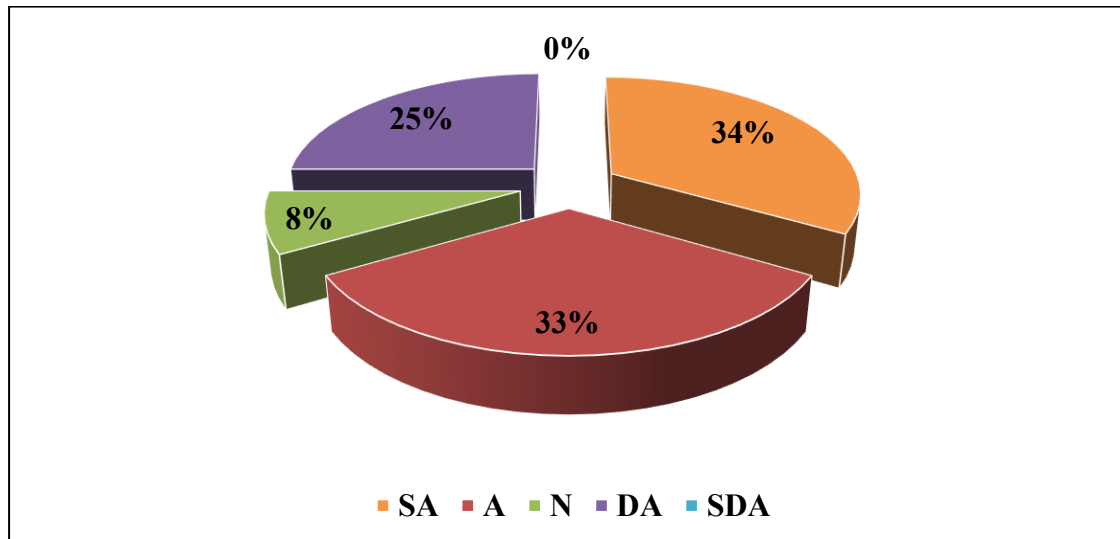


Fig. 2 Workers are positioned as per specific requirements

3. The promotion policies of the college are encouraging

Strongly agree	Agree	Neutral	Disagree	Strongly disagree
4	9	3	3	5

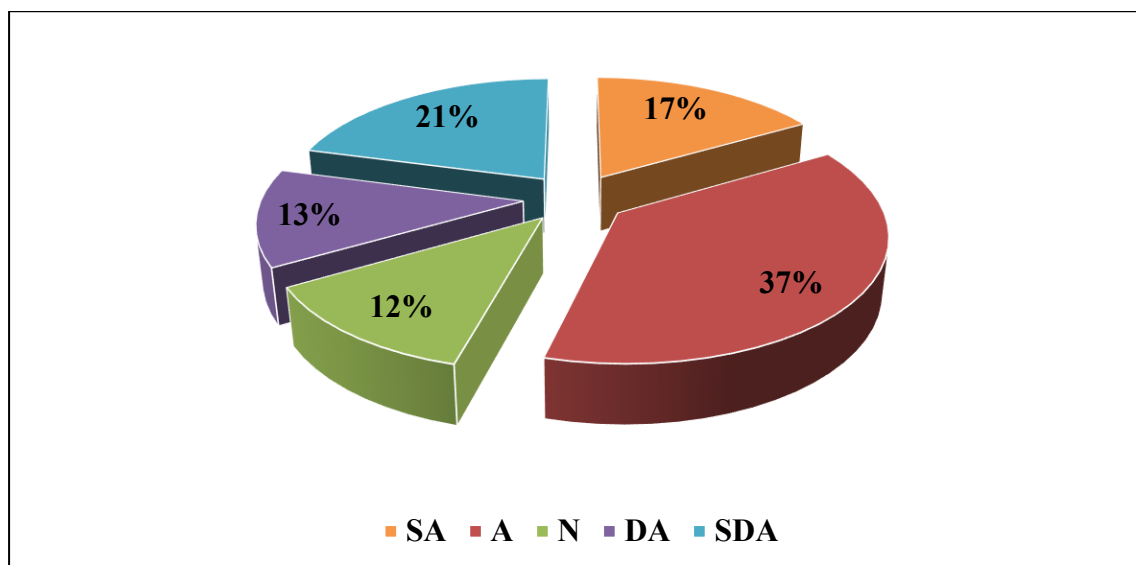


Fig. 3 Fair Promotion policies in the Institution

4. The infrastructure facilities are satisfactory

Strongly agree	Agree	Neutral	Disagree	Strongly disagree
7	12	4	1	0

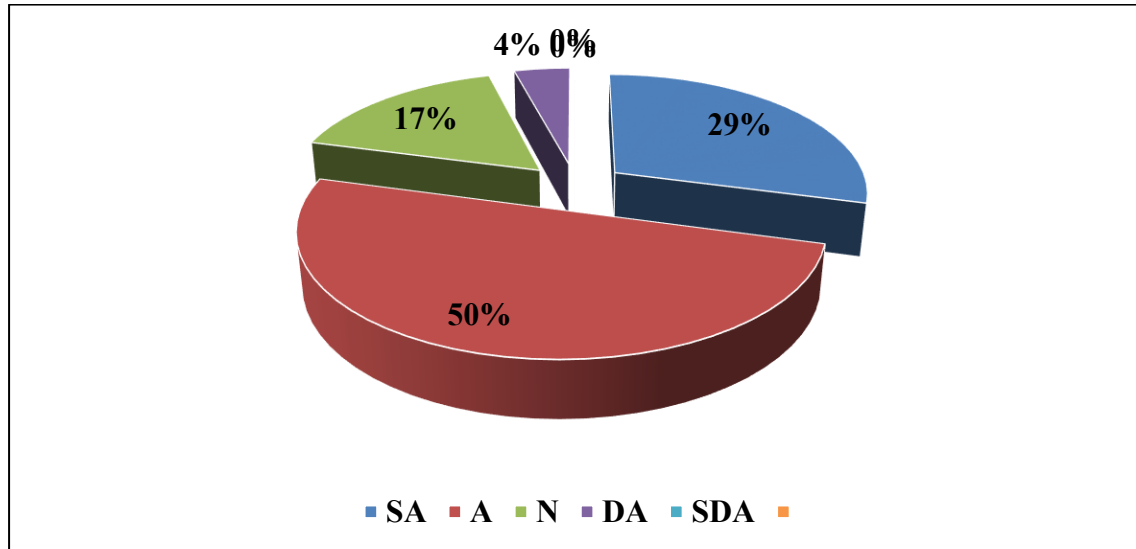


Fig. 4 Infrastructure facilities are adequate to support work culture

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

Strongly agree	Agree	Neutral	Disagree	Strongly disagree
9	7	3	2	3

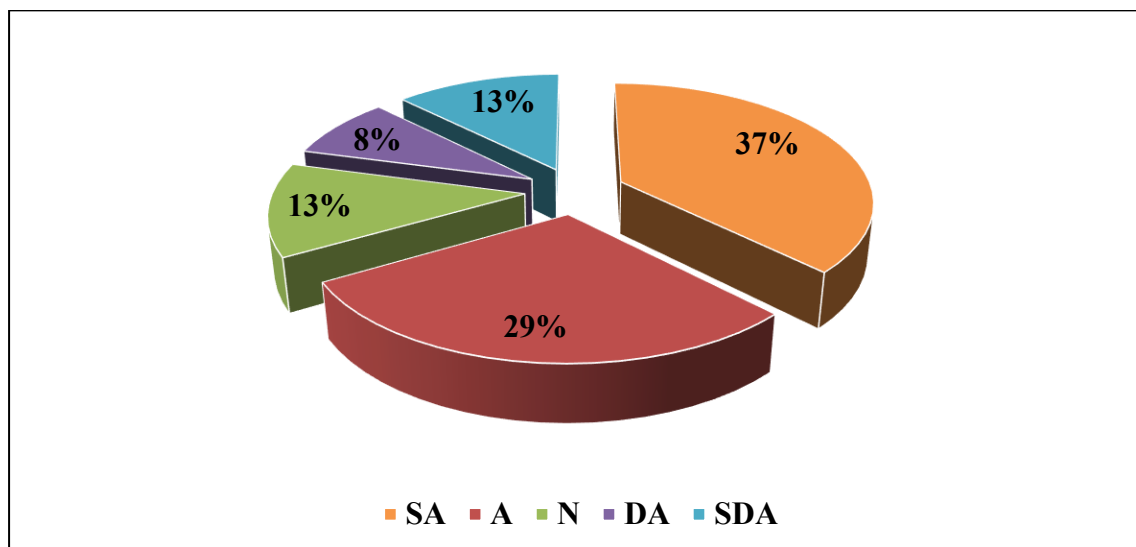


Fig. 5 Employees have clear understanding of roles and responsibilities

6. The employer-employee relationships are fine

Strongly agree	Agree	Neutral	Disagree	Strongly disagree
6	14	2	1	1

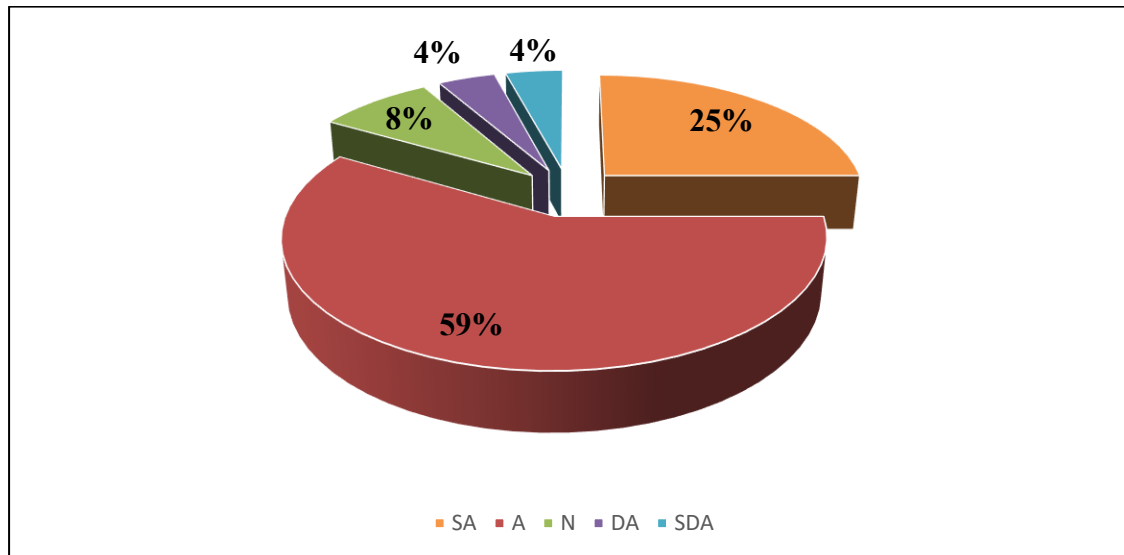


Fig 6. The employer-employee relationship

7. Administration is cooperative

Strongly agree	Agree	Neutral	Disagree	Strongly disagree
5	11	3	4	1

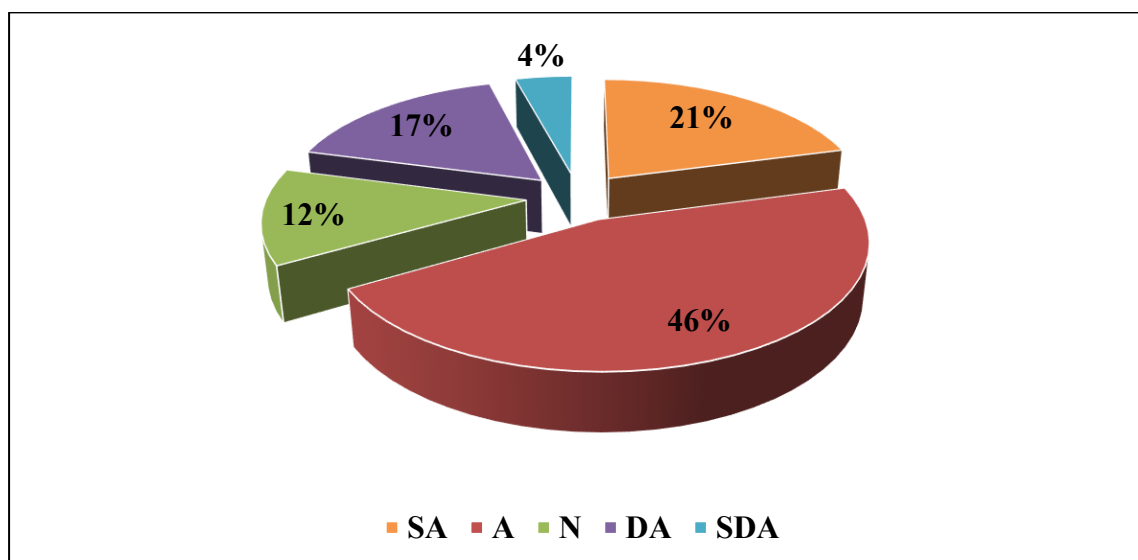


Fig. 7 Well supported from administrative staff

8. The problems of employees are settled fairly

Strongly agree	Agree	Neutral	Disagree	Strongly disagree
5	9	1	2	7

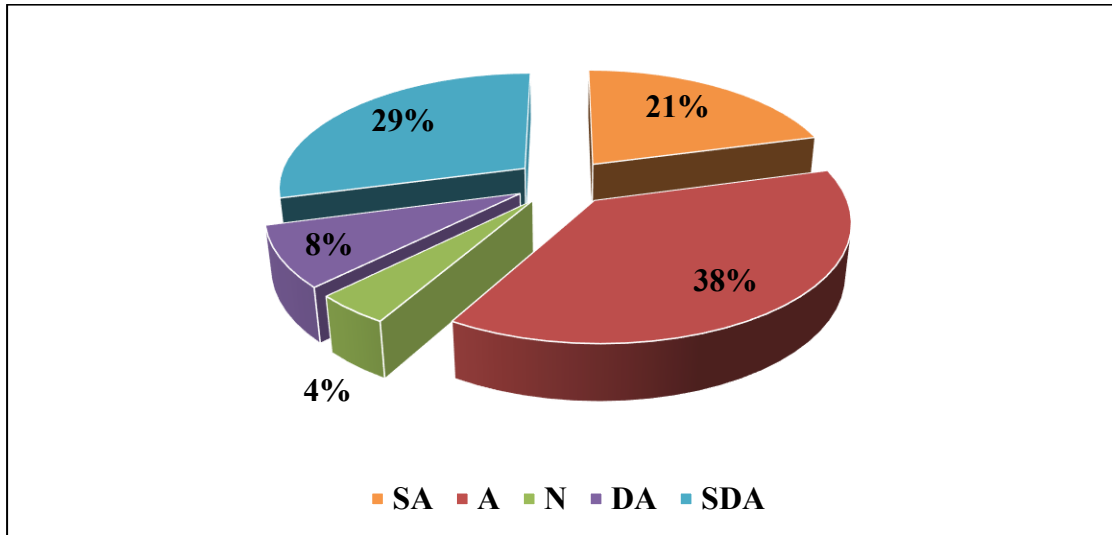


Fig. 8 Employees problem settlement method is fair

9. Work environment is friendly

Strongly agree	Agree	Neutral	Disagree	Strongly disagree
6	9	3	2	4

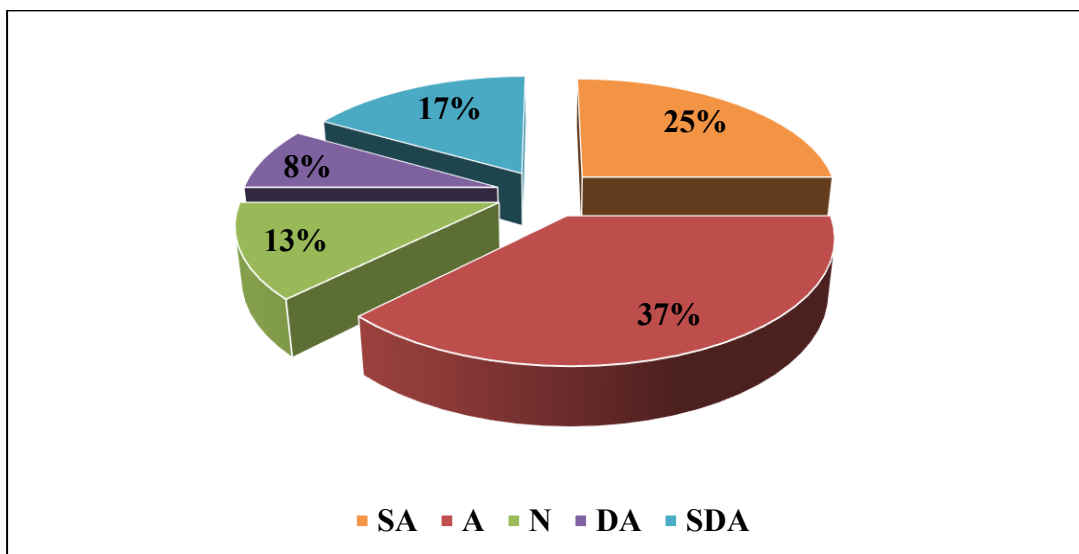


Fig. 9 Friendly work environment

Feedback outcomes

1. 63% of the support staff members are satisfied with fair work allotment while 33% are dissatisfied with total work allotment. 8% stands neutral.
2. Only 52% of the support staff members agreed on the placement of the staff is according to their abilities while 34% of the members are dissatisfied. However, 12% are neutral.
3. 79% of the support staff has agreed that infrastructure facilities are adequate while 17% stands neutral. Only 4% demands for some additions.
4. Employees (69%) have expressed that they understand their role and responsibilities clearly while 21% said that they have some confusion regarding their duties and 13% are neutral on the point.
5. 84% of the staff is happy with the administration. They have agreed that administration is co-operative and supporting in every aspect and 8% of the employees said that they find little difficult to approach to the authority.
6. More than half of the support staff (56%) is satisfied that the problems of employees are settled fairly while 37% are unsatisfied.
7. 62% of the support staff have agreed that work environment in the institution is very friendly while 25% of the staff feels some frictions while 13% stands neutral.

Suggestions

1. 34% of the support staff members have expressed that promotion policies should be revised according to the skills or the new skills learnt during the job.
2. 37% of the members feel that the problems of employees are not settled fairly. Some communication channel to discuss their problems should be developed to sort their problems.
3. Work environment is not very friendly according to 25% of the support staff members. Also 13% of the members are neutral that also somehow feel that environment should be more favourable to work.

FEEDBACK FROM ALUMNI

Session 2023-24

1. I feel proud to be a student of GNC

SA	A	N	DA	SDA
20	12	4	0	0

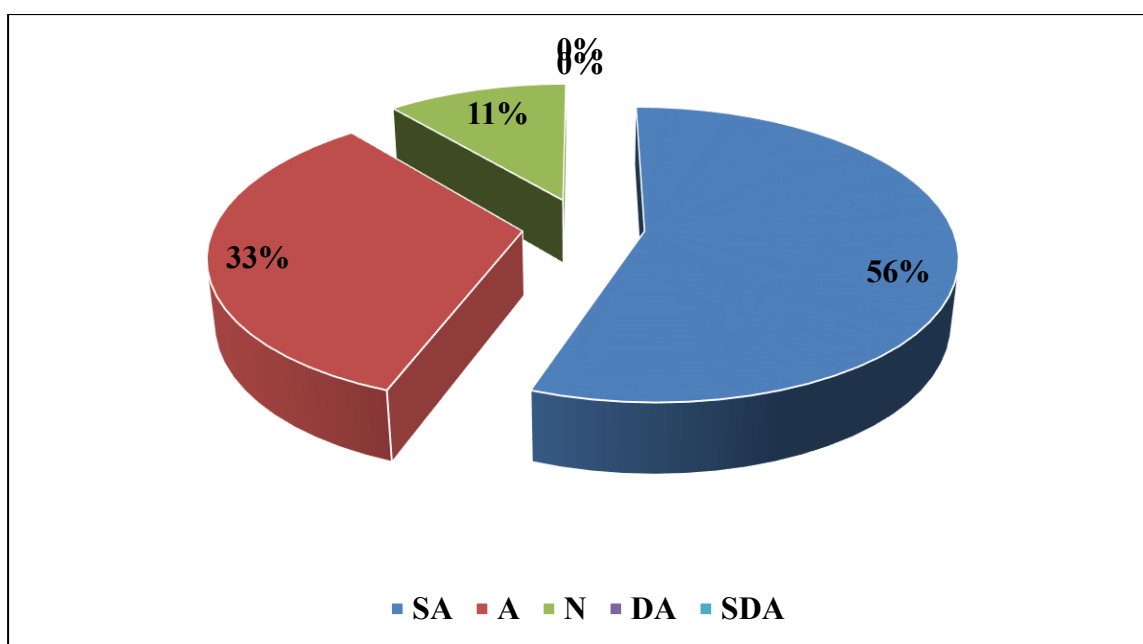


Fig. 1 Proud to be the part of GNC

2. The learning I had in the college is useful in my career

SA	A	N	DA	SDA
15	14	7	0	0

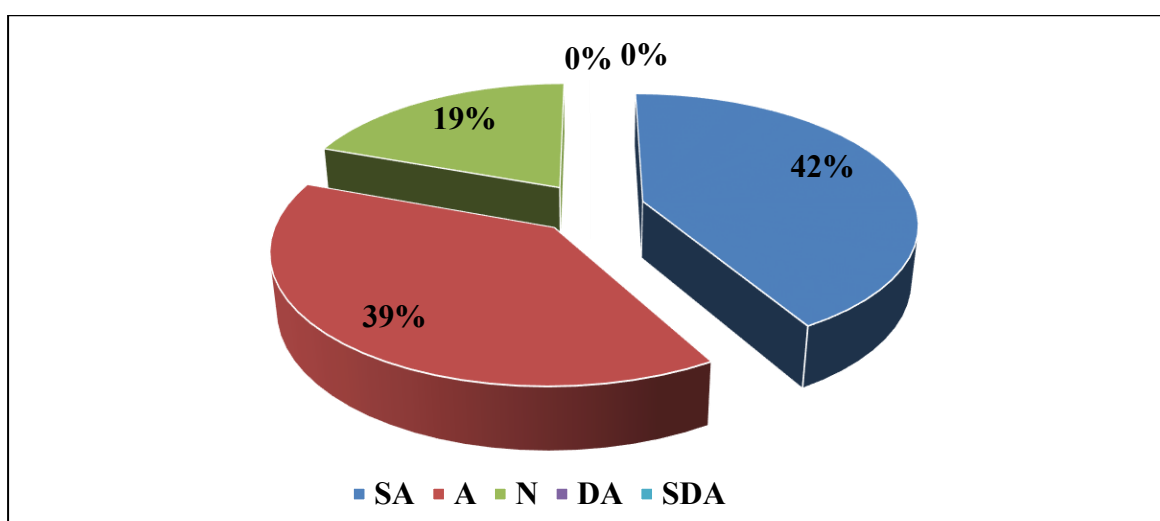


Fig. 2 Learning is useful for career development

3. The developments in the college in recent years are appreciable

SA	A	N	DA	SDA
13	16	3	4	0

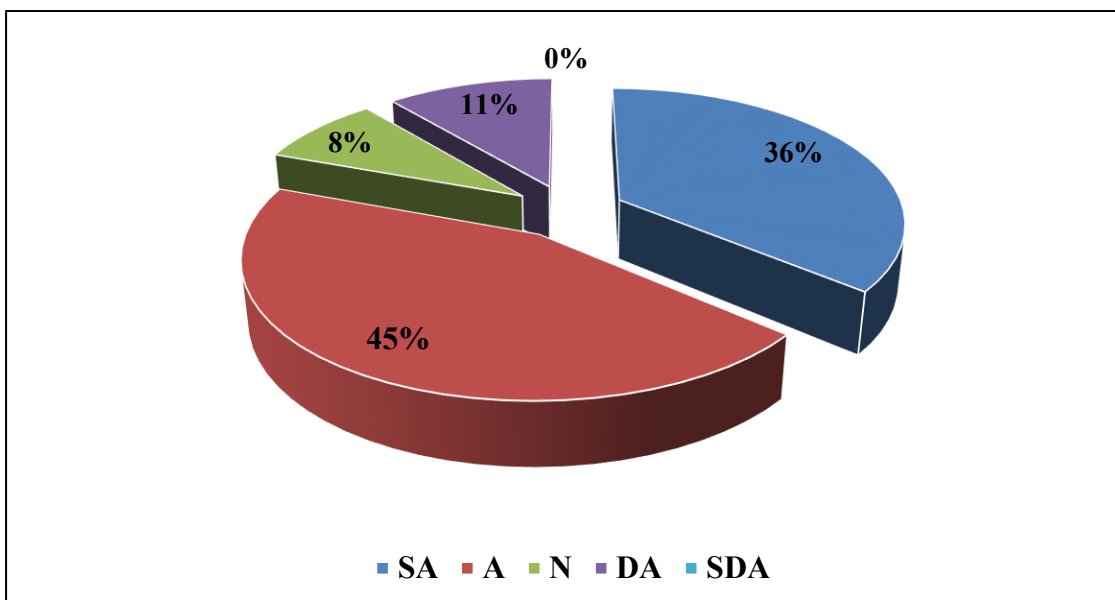


Fig. 3 College development is appreciable in recent year

4. The new courses introduced meet contemporary requirements

SA	A	N	DA	SDA
14	12	8	2	0

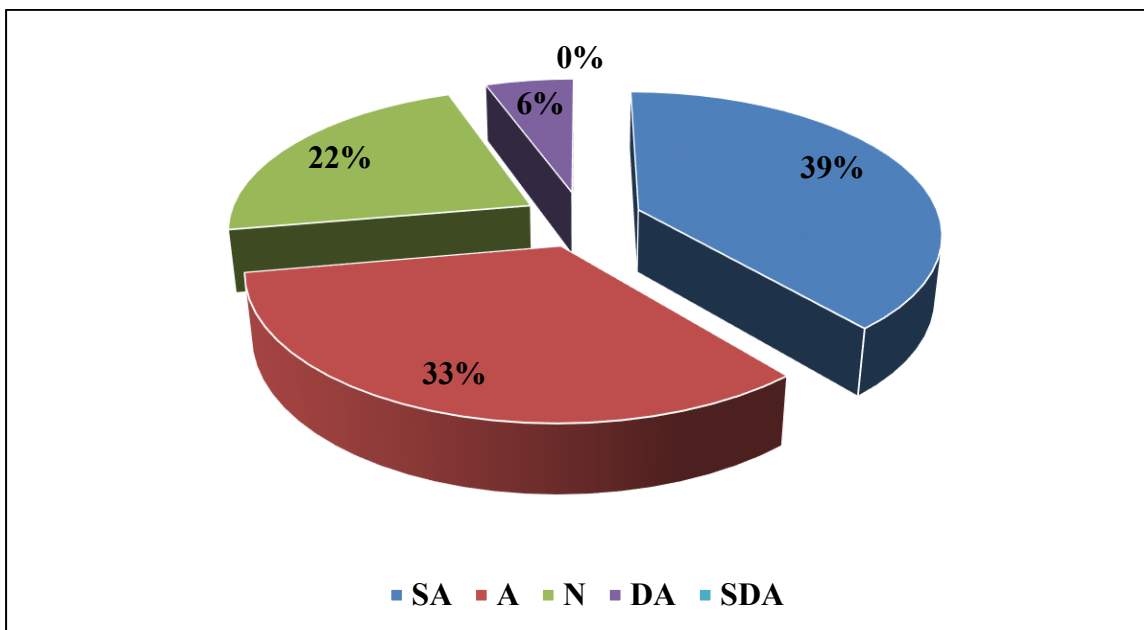


Fig. 4 New Courses has been introduced as per contemporary needs

5. The infrastructure facilities are satisfactory

SA	A	N	DA	SDA
11	12	7	5	1

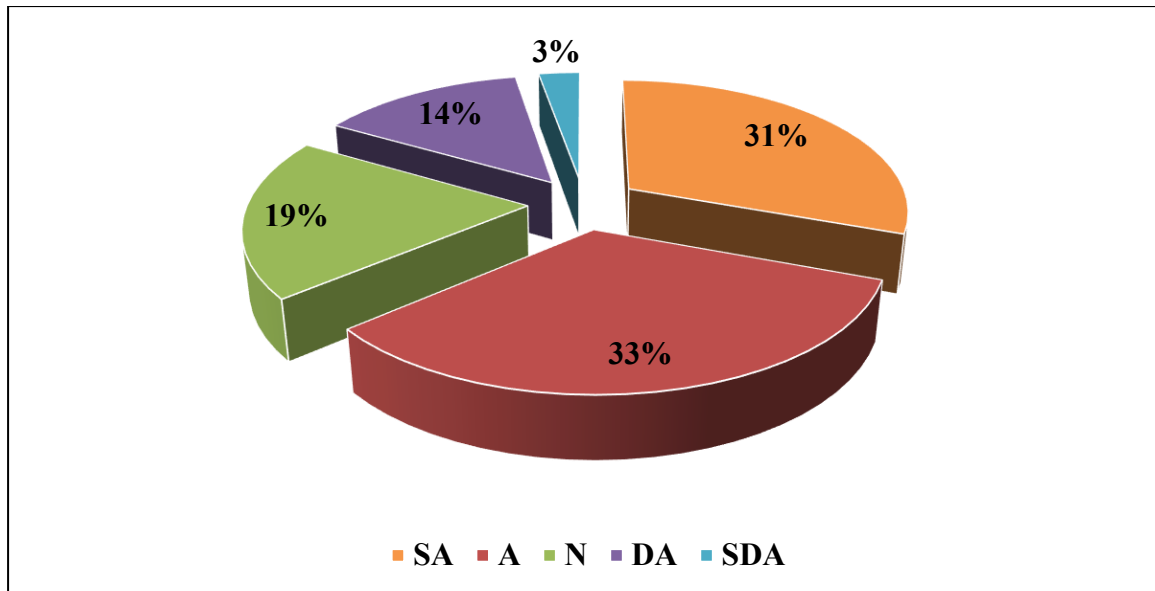


Fig. 5 Infrastructure facilities are adequate to support work culture

6. GNC is involving alumni in its activities

SA	A	N	DA	SDA
19	14	3	0	0

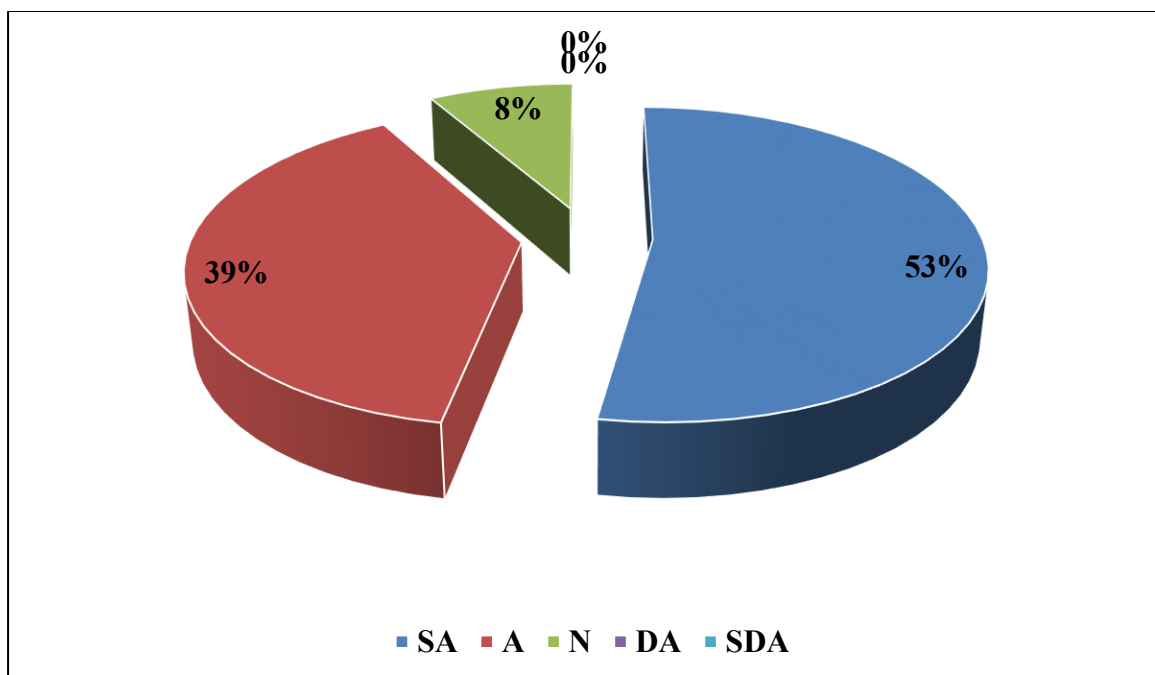


Fig. 6 Alumni are involved in college activities

7. The alumni have a role to play in financially strengthening of the college

SA	A	N	DA	SDA
15	15	5	1	0

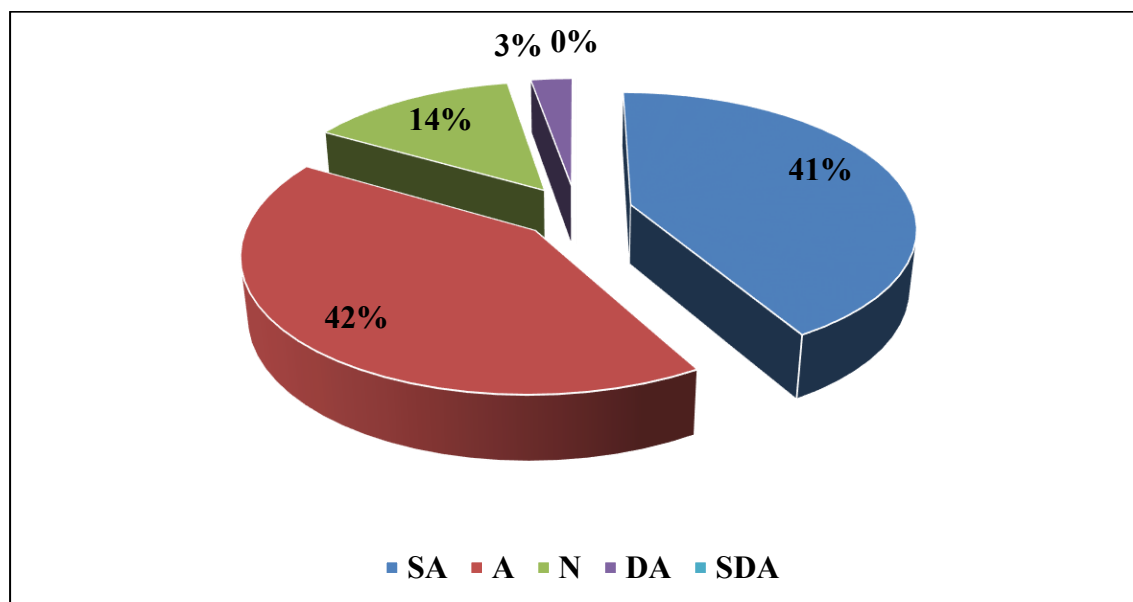


Fig. 7 Alumni provide financial strength to the college

8. Regular updates are received from the college through calls/SMS/ face book

SA	A	N	DA	SDA
16	12	6	2	0

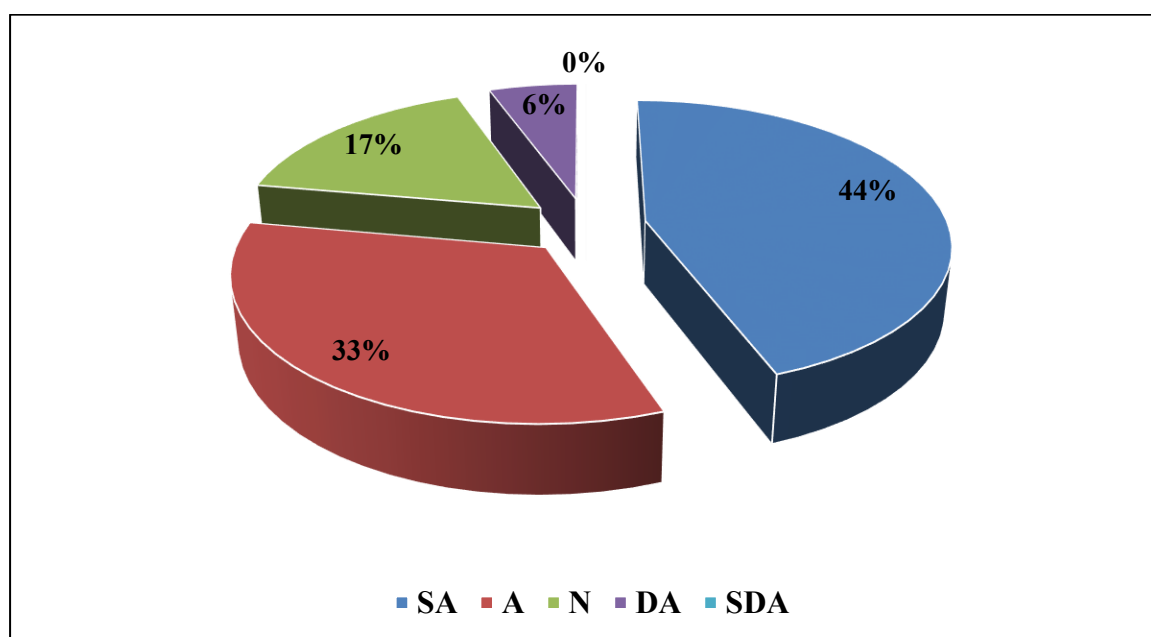


Fig. 8 College updates are received through calls/SMS/ face book

9. The Syllabus of the program you studied was satisfactory

SA	A	N	DA	SDA
16	14	5	1	0

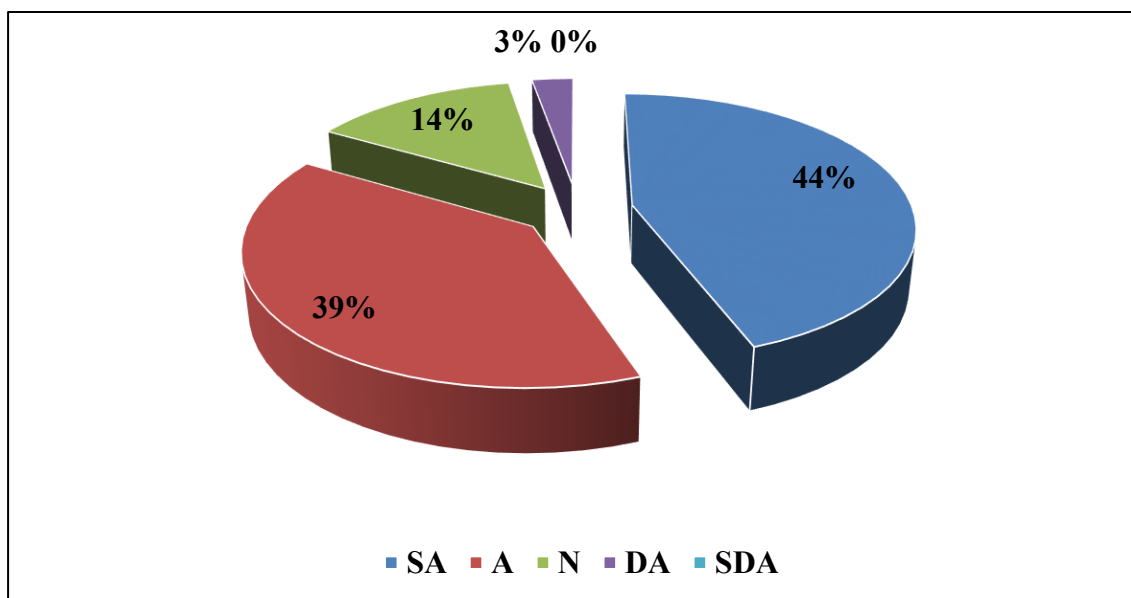


Fig. 9 Syllabus design of your studied course is satisfactory

Feedback Outcomes

1. The alumni feedback analysis report indicates that a significant majority (89%) of alumni feel happy and proud to be part of this institution. Meanwhile 11% of the former students remained neutral on the matter, while no one expressed dissatisfaction.
2. The majority of alumni (81%) expressed satisfaction with the teaching-learning process adopted by the college, while 19% remained neutral, and no dissatisfaction was reported.
3. This report revealed that 81% of alumni appreciated the recent developments in the college. Meanwhile, 11% of alumni expressed the need for further improvements.
4. Additionally, 72% of alumni responded positively to the newly introduced courses designed to meet contemporary demands. Whereas, 22% of alumni remained neutral on the matter, while only 6% expressed dissatisfaction.
5. 64% of respondents were highly satisfied with the infrastructural facilities provided by the college. Notably, 19% remained neutral, and 17% expressed dissatisfaction.
6. The majority of alumni, 92%, agreed with the statement: "GNC is involving alumni in its activities." Notably, no one expressed disagreement.

7. A major portion (83%)of alumni are agreed to support college financially, while only 3% expressed dissatisfaction with this initiative.
8. Alumni meet is organized annually to involve the alumni in the major activities of the college.The college always stays in touch with alumni in every possible way, like social media, phone calls, e-mails,what's app groups,etc. Alumni keep giving suggestions for the improvement of college.
9. 77% of the alumni shows a positive response regarding the regular updates received from the college through calls, SMS, Facebook etc. Only 6% show dissatisfaction regarding communication.
10. About 83% of the alumni are satisfied with the syllabus design that they had studied during their course. A small percentage (3%) of the alumni are not happy with the syllabus format.

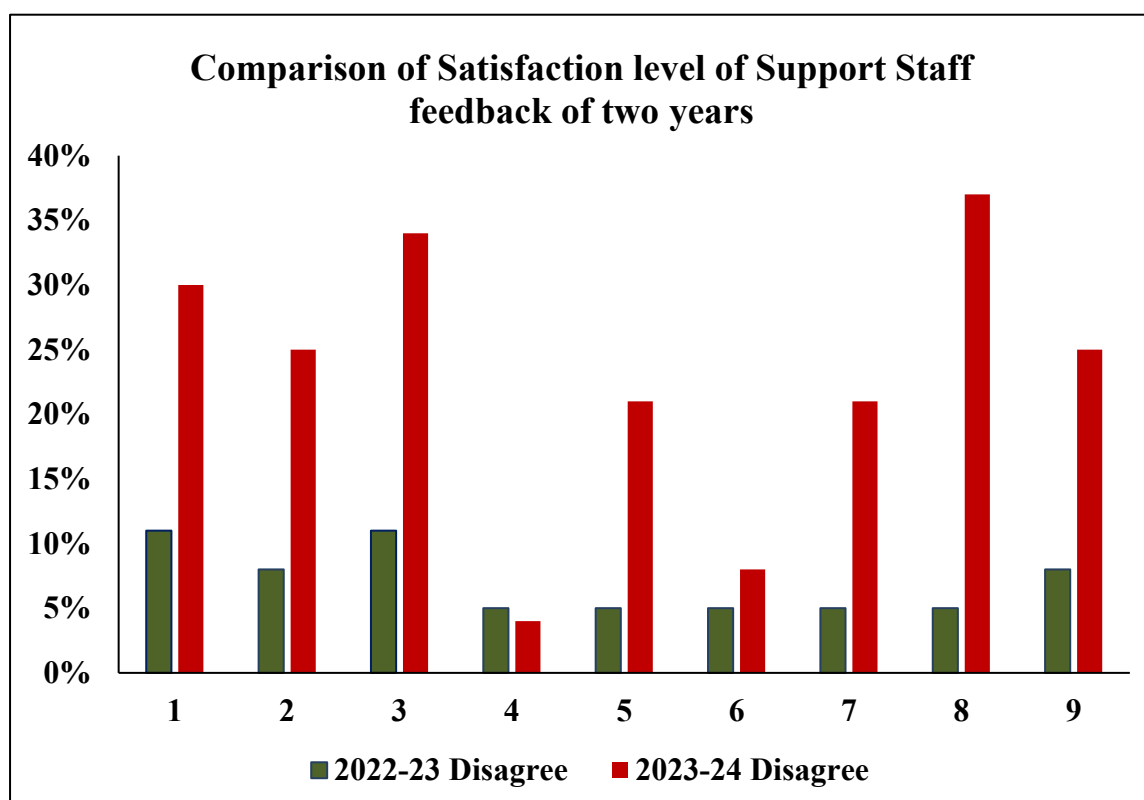
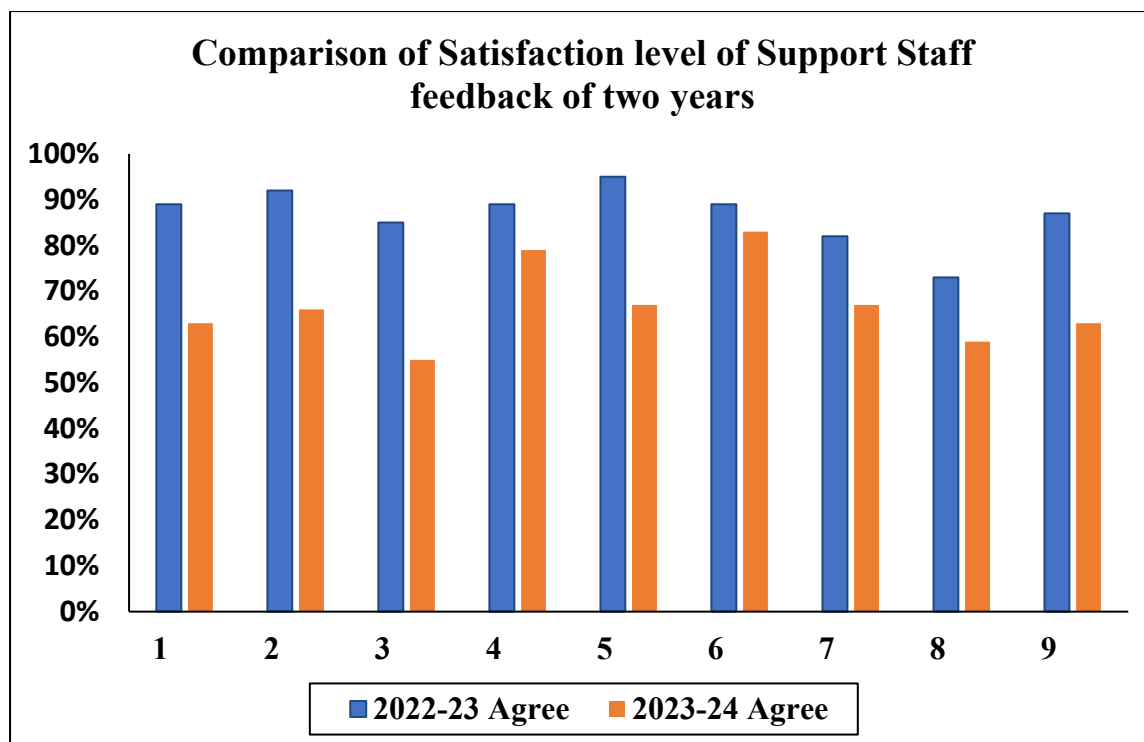
Suggestions by the committee

1. Some of the former students(11%) of the college highlighted the need for the further improvements in the college. The college management will take the required actions to address these concerns.
2. A small portion of alumni (3%) expressed that their involvement should be limited to providing suggestions for the college's overall development, rather than contributing financially. However, the committee advised that the alumni committee should also encourage alumni to actively contribute to the college's financial growth.
3. Alumni have also requested improvements to the college's communication system to ensure they are regularly updated about new events and activities.

Comparative Analysis

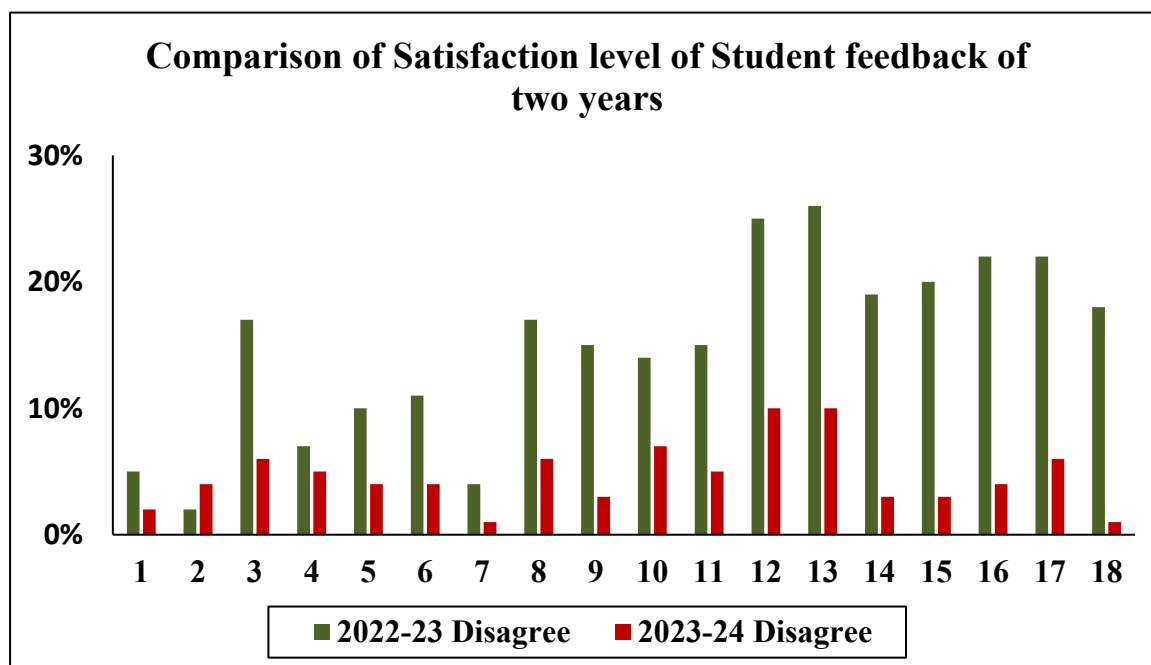
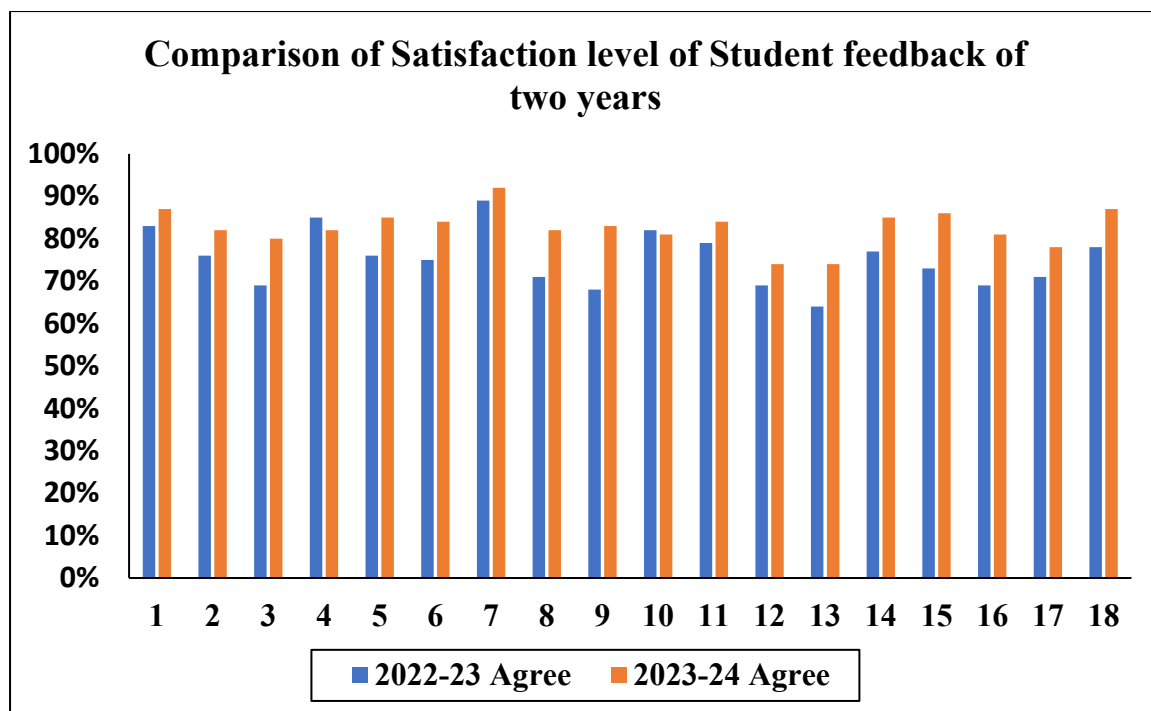
Support staff feedback comparison

Sr. no.	Questions	2022-23		2023-24	
		Agree	Disagree	Agree	Disagree
1.	The work allotment is fair.	89%	11%	63%	30%
2.	The placement of the employees is according to their abilities.	92%	8%	66%	25%
3.	The promotion policies of the college are encouraging	85%	11%	55%	34%
4.	The infrastructure facilities are satisfactory	89%	5%	79%	4%
5.	The employees are having clear understanding of their roles and responsibilities.	95%	5%	67%	21%
6.	The employer-employee relationships are fine.	89%	5%	83%	8%
7.	Administration is cooperative	82%	5%	67%	21%
8.	The problems of employees are settled fairly	73%	5%	59%	37%
9.	Work environment is friendly.	87%	8%	63%	25%



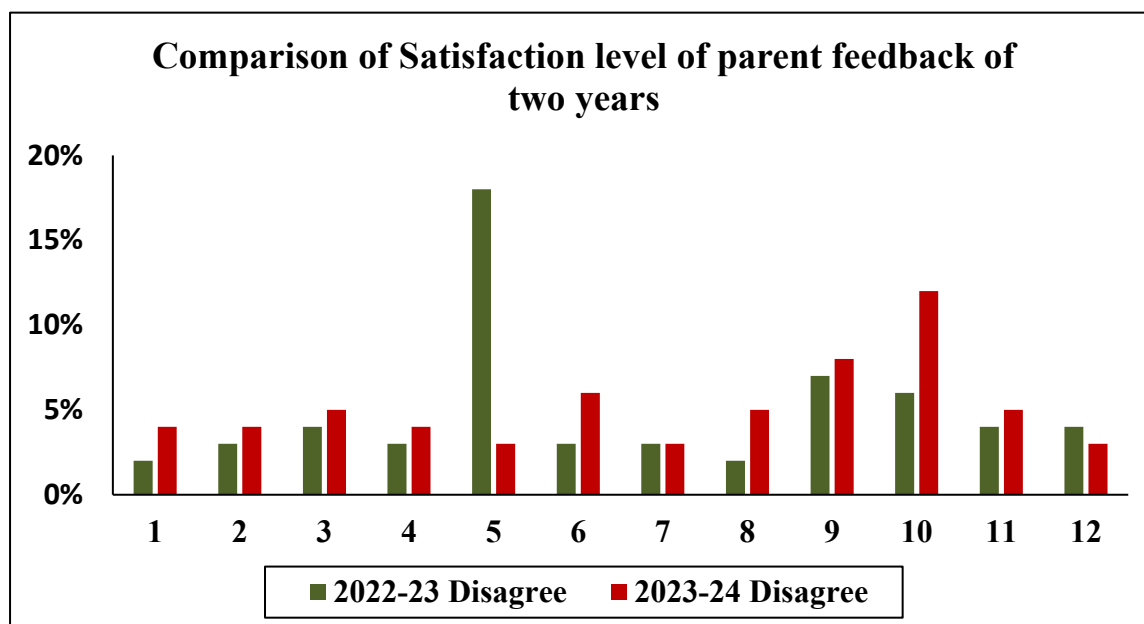
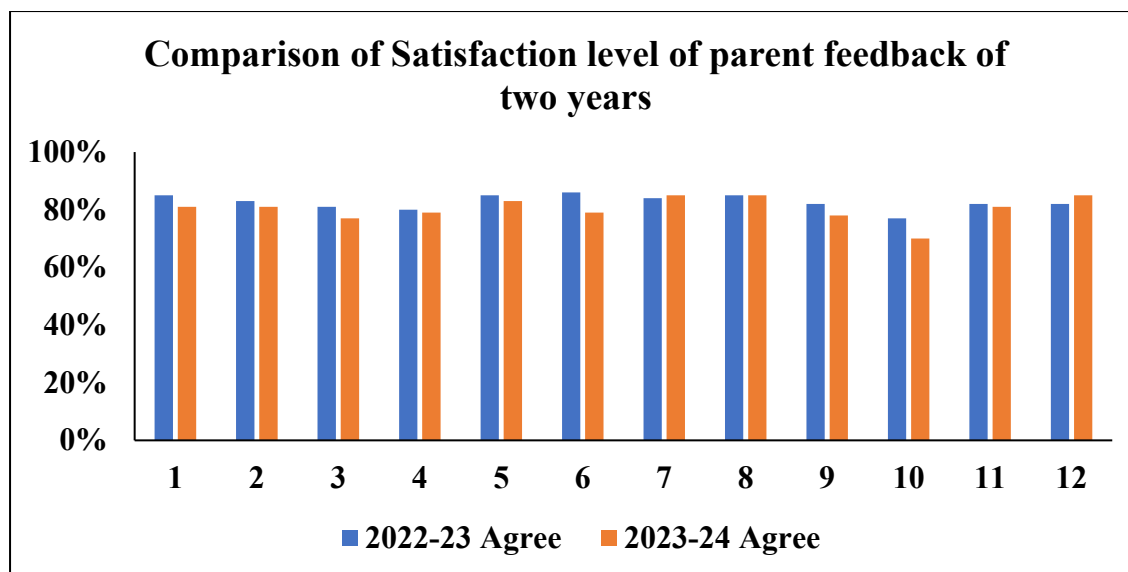
Student feedback Comparison

Sr. no.	Questions	2022-23		2023-24	
		Agree	Disagree	Agree	Disagree
1.	Availability of courses	83%	5%	87%	2%
2.	Overall process of enrolment of students in classes including advising, registration and fee payment	76%	2%	82%	4%
3.	Student Support System such as financial assistance, Annual awards, freeships and scholarships	69%	17%	80%	6%
4.	Safety measures of Institution for students	85%	7%	82%	5%
5.	Cleanliness in the Campus	76%	10%	85%	4%
6.	Infrastructure including Classrooms and laboratories	75%	11%	84%	4%
7.	Library Facilities	89%	4%	92%	1%
8.	Computer and Internet Facilities	71%	17%	82%	6%
9.	Hostel facilities such as common room, diet, cleanliness and medical facility	68%	15%	83%	3%
10.	Sports facilities	82%	14%	81%	7%
11.	Transportation & Parking facilities	79%	15%	84%	5%
12.	Canteen Facility	69%	25%	74%	10%
13.	Medical Help (If needed)	64%	26%	74%	10%
14.	Evaluation system such as class test ,term test, internal assessment is fair and unbiased	77%	19%	85%	3%
15.	Access to administrative authorities	73%	20%	86%	3%
16.	Grievance Redressal	69%	22%	81%	4%
17.	Career counseling and placement	71%	22%	78%	6%
18.	Syllabus design & curriculum of the program you are pursuing	78%	18%	87%	1%



Parent feedback comparison

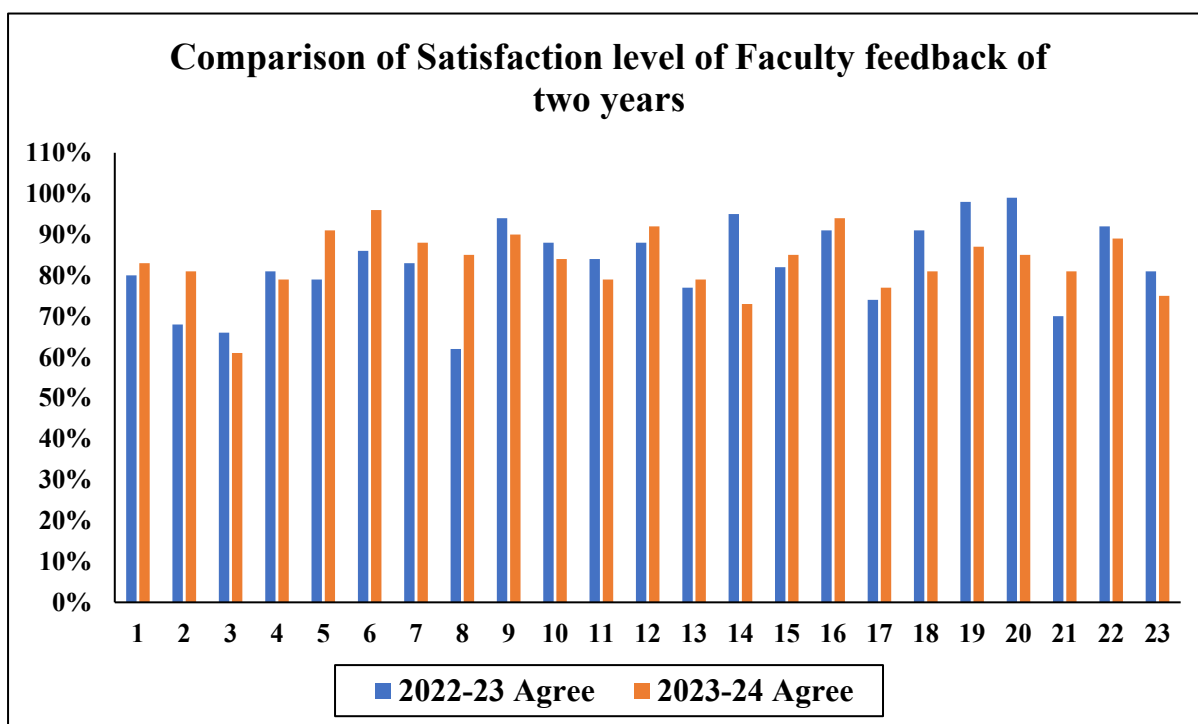
Sr. no.	Questions	2022-23		2023-24	
		Agree	Disagree	Agree	Disagree
1.	Are you satisfied with infrastructure of the college and learning resources provided to your child?	85%	2%	81%	4%
2.	Do you think that the college environment is helpful for the overall development of your child?	83%	3%	81%	4%
3.	Do you think that hostel, library and sports facilities provided in the college are adequate?	81%	4%	77%	5%
4.	Do you think that there is transparency in the evaluation system at the college level?	80%	3%	79%	4%
5.	Are you satisfied with the procedure adopted by the college for the communication of your child's performance?	85%	18%	83%	3%
6.	Are the security and safety measures in the college adequate?	86%	3%	79%	6%
7.	Do you think that the best academic skill and quality teaching provided in the college?	84%	3%	85%	3%
8.	Is your child improving his/her knowledge base through interaction with the faculty of the college?	85%	2%	85%	5%
9.	Are the festivals, events and extracurricular activities arranged by college adequate?	82%	7%	78%	8%
10.	The training & placement opportunities, internship provided by the college is sufficient.	77%	6%	70%	12%
11.	Do the quality and relevance of courses included into the curriculum help in improving learning?	82%	4%	81%	5%
12.	Are you satisfied with the Syllabus and curriculum design of your child's course?	82%	4%	85%	3%

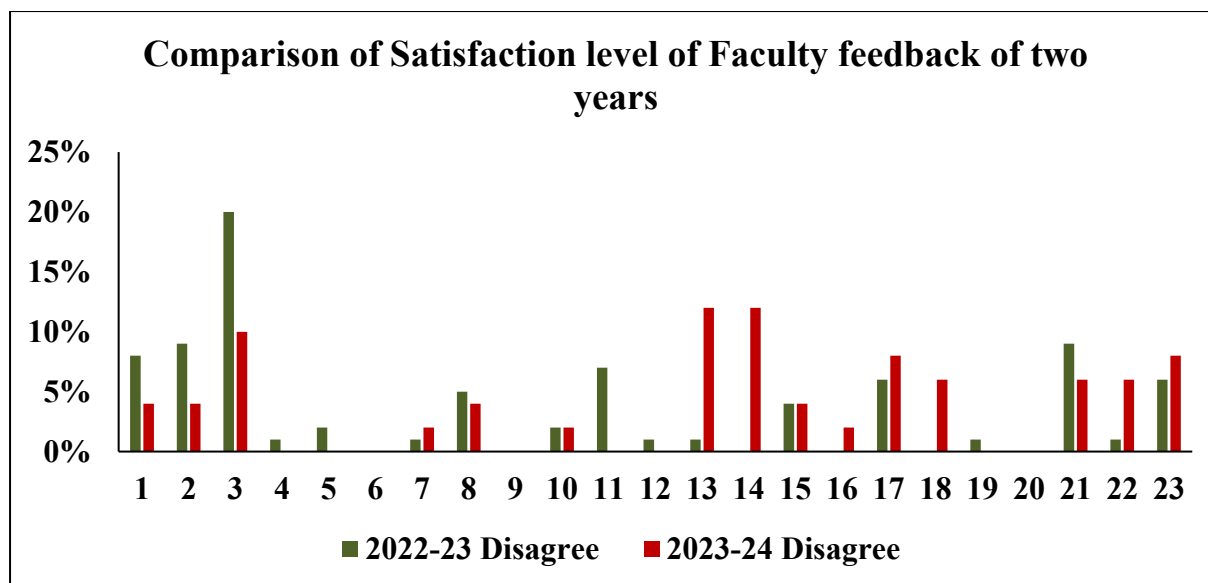


Faculty feedback comparison

Sr. no.	Questions	2022-23		2023-24	
		Agree	Disagree	Agree	Disagree
1.	Board of studies is taking care to ensure the current relevance of the programme being offered.	80%	8%	83%	4%
2.	The system followed by the University for the design and development of curriculum is effective	68%	9%	81%	4%
3.	The curriculum has been updated from time to time.	66%	20%	61%	10%
4.	The admission process adopted by the college is effective to attract meritorious students.	81%	1%	79%	0%
5.	Student centered learning resources are available in the Institution.	79%	2%	91%	0%
6.	The faculty is updating their knowledge and skills	86%	0%	96%	0%
7.	The library is utilized optimally by the faculty and students.	83%	1%	88%	2%
8.	The teaching aids and ICT tools in the department are sufficient and up to date.	62%	5%	85%	4%
9.	The teachers are encouraged to organize and participate in seminars/workshops/ symposia/ conferences.	94%	0%	90%	0%
10.	The teachers are encouraged to carry out research and to undertake extension service programmes.	88%	2%	84%	2%
11.	The teachers are encouraged to establish linkages with Industries.	84%	7%	79%	0%
12.	The examination system and evaluation system followed by the Institution is effective.	88%	1%	92%	0%
13.	The class rooms, furniture and toilets available for faculty and students are adequate.	77%	1%	79%	12%
14.	The buildings and furniture are well maintained.	95%	0%	73%	12%
15.	The labs are adequately equipped and upgraded (wherever applicable).	82%	4%	85%	4%
16.	Parking facilities are available adequately.	91%	0%	94%	2%

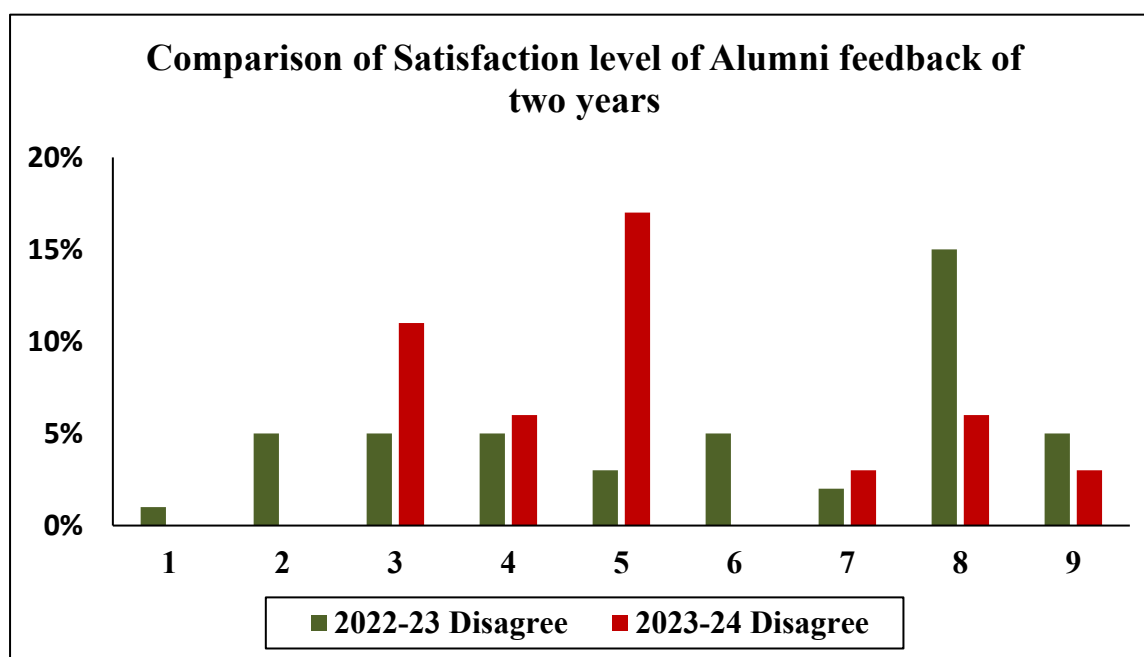
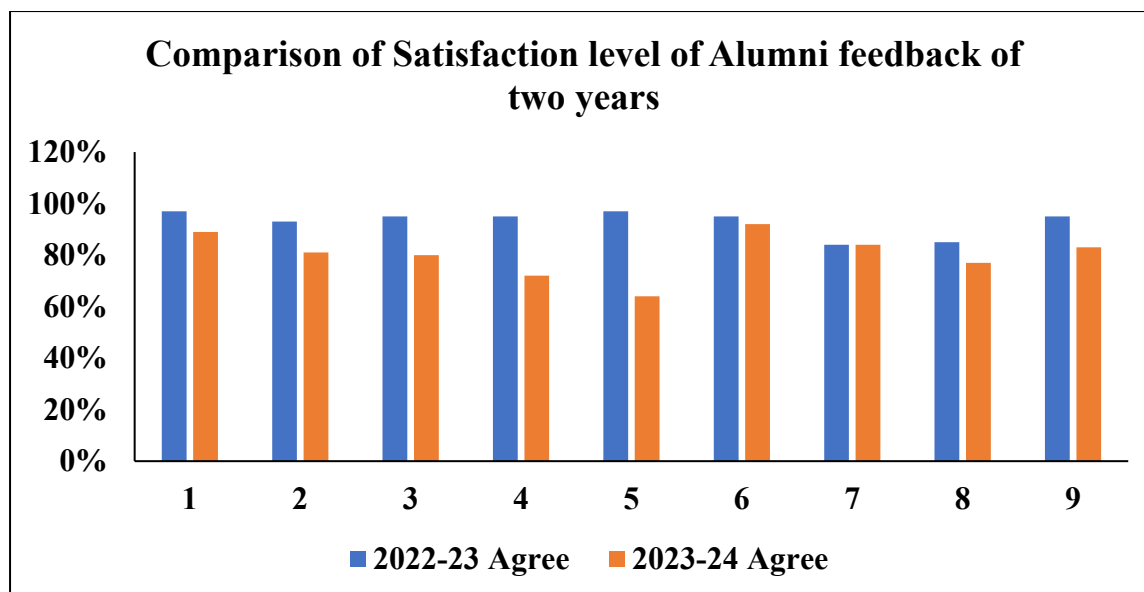
17.	Cafeteria and drinking water facilities are adequately provided.	74%	6%	77%	8%
18.	Sports infrastructure is adequate.	91%	0%	81%	6%
19.	The administration is sincerely putting efforts for the development of the institution and is easily accessible.	98%	1%	87%	0%
20.	The quality initiatives taken up during the last academic year are contributing for improvement.	99%	0%	85%	0%
21.	The faculty has the freedom to express their opinions.	70%	9%	81%	6%
22.	The IQAC is working well for promoting quality in the institution.	92%	1%	89%	6%
23.	The Institution is providing adequate opportunities and support to the faculty and their family members.	81%	6%	75%	8%





Alumni feedback comparison

Sr. no.	Questions	2022-23		2023-24	
		Agree	Disagree	Agree	Disagree
1.	I feel proud to be a student of GNC.	97%	1%	89%	0%
2.	The learning I had in the college is useful in my career.	93%	5%	81%	0%
3.	The developments in the college in recent years are appreciable.	95%	5%	80%	11%
4.	The new courses introduced meet contemporary requirements.	95%	5%	72%	6%
5.	The infrastructure facilities are satisfactory.	97%	3%	64%	17%
6.	GNC is involving alumni in its activities.	95%	5%	92%	0%
7.	The alumni have a role to play in financially strengthening of the college.	84%	2%	84%	3%
8.	Regular updates are received from the college through calls/SMS/ face book.	85%	15%	77%	6%
9.	The Syllabus of the program you studied was satisfactory.	95%	5%	83%	3%



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

- Work allotment should be dispersed after discussing in a meeting with the support staff members according to their interest.
- Some type of grievance redressal channel should be developed to let them convey their problems and solutions.

Regarding Parent Feedback

- The alumni should be included in a committee formed by the college in order to upgrade the college infrastructure and activities related to students.
- As suggested by alumni, college should forward a letter to university for necessary changes in the syllabus of courses in accordance with evolving demands of today's world.

Action taken based on the previous year's recommendations

In the session 2022-23, different policies were initiated based on the analysis of feedback received from various stakeholders like students, parents, alumni, support staff and faculty. Taking into consideration every aspect of analysis management of institution tried their level best to raise the satisfaction level of students as well as all the stakeholders.

- ✓ Training and placement cell has focused on placement of students in various companies and sectors. To prepare the students to face the interviews a one-week Personality Development program (PDP) was organised in which experts selected by Directorate of Education talked and motivated the students.
- ✓ An initiative was taken by Directorate of education for placement of students studying in various colleges of SGPC. A Mega Job Placement Drive was organised at Chandigarh in which renowned IT companies interviewed students for selection. Students from final year of Graduation and post-Graduation participated and experienced the venture.
- ✓ Grants were obtained under DBT Star College Scheme, a program by the Department of Biotechnology (DBT), Ministry of Science and Technology, India that were used by department of Physics, Chemistry and Mathematics to conduct various field trips, workshops, seminars and purchasing new equipment for the benefit of student.
- ✓ Short-term value-added certificate courses had been organised in the college campus such as innovative cooking, Food preservation and baking, Grammar workshop, Basics of computer science, Tally accounting and Office Automation and World with Math. In these courses students of the college, alumni and nearby areas enthusiastically participated.
- ✓ As students expressed in survey that exclusive staff for cleanliness of washrooms should be appointed, management have deployed one sweeper for every washroom who will cleans the washrooms after regular intervals.
- ✓ As per demand of new era, stakeholders expressed to include new curriculum. New guidelines are designed to implement the new education policy from next session (2024-25).
- ✓ Work allotment is re-scheduled keeping in view the capabilities and abilities of support staff.

Student Satisfaction Survey Committee:

Ms. Monika Garg (In charge)

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. Pooja

Assistant Prof. in Computer Science