GURU NANAK COLLEGE FOR GIRLS

SRI MUKTSAR SAHIB

FEEDBACK REPORT OF ANALYSIS OF STAKEHOLDERS
(Session 2019-20)

SUBMITTED BY:
STUDENT SATISFACTION SURVEY & FEEDBACK COMMITTEE

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Introduction

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

Guru Nanak College for Girls, 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 either through offline or 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

Process 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 2019-20, the SSS committee distributed printed feedback forms to teachers and supporting staff. Due to COVID-19 pandemic, these forms are also made available on the college website so that all the stakeholders can voluntarily submit their feedback.

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.
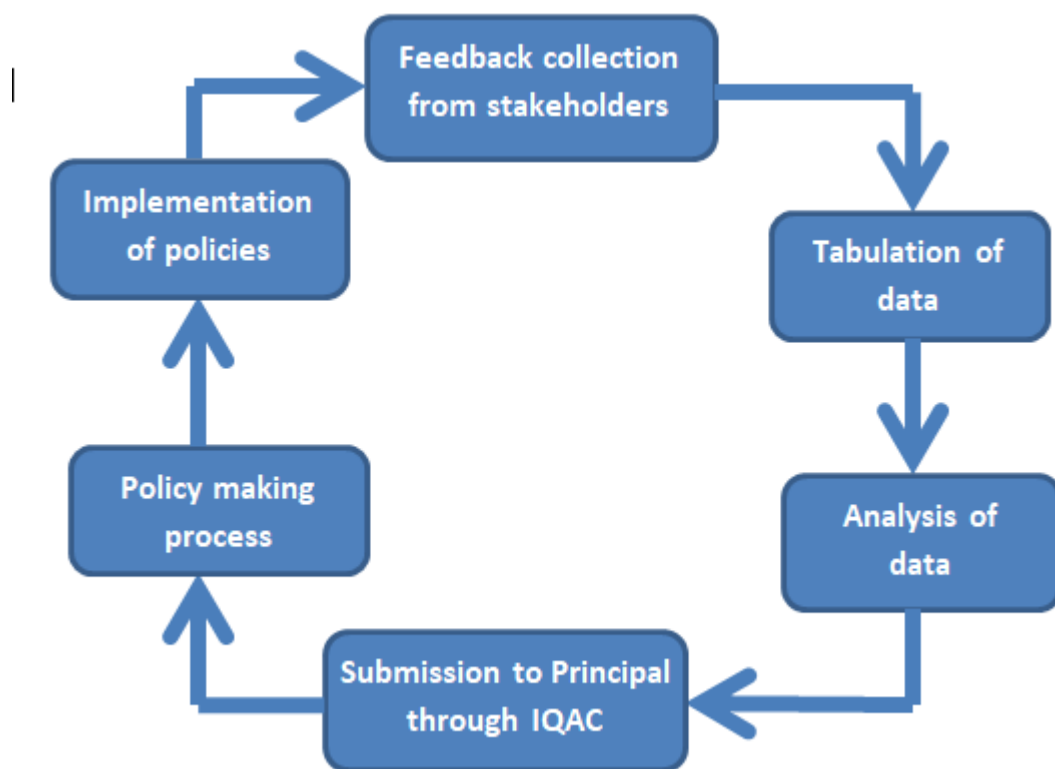
Figure 1.1: Process adopted for feedback system

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 11 years of teaching experience. Her academic qualification is M.Com, M.A(Eco), JRF ,B.ed. She has presented 6 research papers in National and International Conferences. Her 3 papers have been published in the conference proceedings and one in international journals. She has also participated in 17 international and national webinars. She has written one book titled 'Human resource Management'. She has acted as a 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.
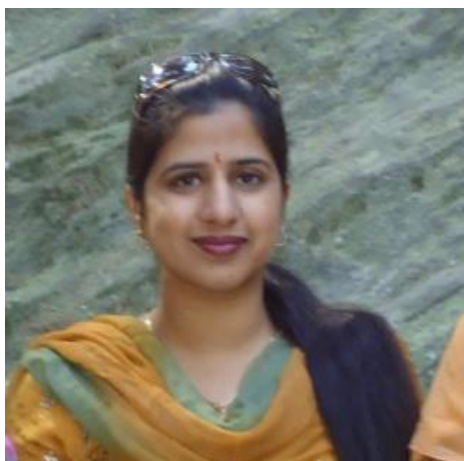
Dr. Rupinderpal kaur is an **Assistant Professor in P.G. Department of Computer Science**. She has 13 years of experience in teaching. Her academic qualification is M.Sc(IT), M.Phil and Ph.D. She has published 11 papers in various international journals including Scopus indexed journals also, presented 6 papers in various international/national conferences, and attended 8 international/national conferences. She is In-charge and member of various committees in the institution.

Dr. 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 Incharge of Botany subject and has 8 years of teaching experience. Her academic qualification is M.Sc. (Botany), B.Ed. and Ph.D. Her area of research is Plant Cytogenetics. She has Pursued JRF & SRF during Ph.D. under Maulana Azad National Fellowship Scheme of University Grants Commission, New Delhi and selected as Research Fellow under the Science Academies "Summer Research fellowship-2018". She has published 14 research papers in various international journals with high impact factor and one chapter in an edited book published by an

international publisher. She has presented her research paper in 12 national and international conferences. She has acted as a subject expert in paper setting and various interviews conducted in Botany and Agriculture. She has also acted as resource person to deliver special talks in state and National level seminars.
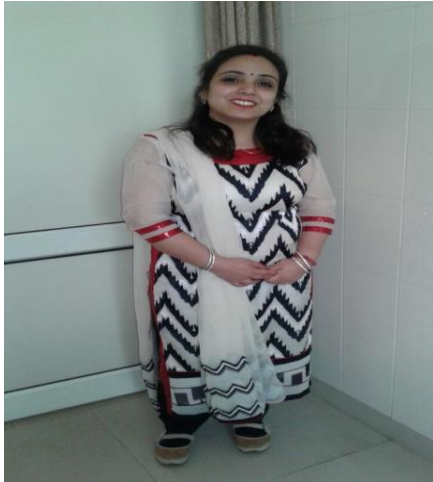
Ms. Roohi is an Assistant professor in the **Department of Fashion Designing** .She has 3 Years of teaching experience .Her academic qualification is M.Sc (FT), M.A(Eco),UGC NET ,DFD. She has presented 1 paper in National seminar. Her two papers have been published in international Journals.

Ms. Pooja Bajaj is an Assistant Professor in the **P.G. Department of Computer Science**. She has 13 years of teaching experience. Her academic qualification is MCA, M.Phill . She has presented one Research paper in International conference. She is an active member of various administrative committees in the institution.
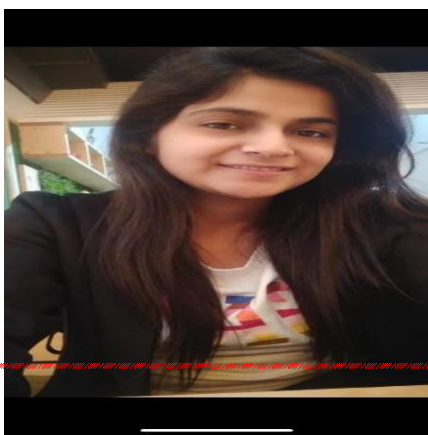
Ms. Richa Sharma is an Assistant Professor in the **PG Department of Commerce**. Her academic qualification is M.Com, B.ed , PHD(pursuing). She is having an experience of 3 years. She has presented 2 Research paper in National Conferences. Her 2 Research papers have been published in UGC CARE listed journals. She has also participated in 2 National workshops on Research Methodology and training on SPSS.

Questionnaires of Different Feedback

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

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, freeships 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	ਸੰਤੁਸ਼ਟੀ ਦਾ ਮਿਆਰ				
		ਪੂਰਾ ਸਹਿਮਤ	ਸਹਿਮਤ	ਨਿਰਪੱਖ	ਅਸਹਿਮਤ	ਪੂਰਾ ਅਸਹਿਮਤ
1	ਕੋਰਸਾਂ ਦੀ ਉਪਲੱਬਧਤਾ ।					
2	ਵਿਦਿਆਰਥੀਆਂ ਦੀ ਦਾਖਲੇ ਲਈ ਵਿਧੀ- ਜਿਵੇਂ- ਕਿ – ਸਲਾਹ, ਰਜਿਸਟ੍ਰੇਸ਼ਨ ਅਤੇ ਫੀਸ ਦੀ ਅਦਾਇਗੀ ਦੀ ਵਿਵਸਥਾ ।					
3	ਵਿਦਿਆਰਥੀਆਂ ਲਈ ਸਹਿਯੋਗ ਦੀ ਵਿਵਸਥਾ -ਵਿੱਤੀ ਸਹਾਇਤਾ, ਸਲਾਨਾ ਇਨਾਮ, ਅਤੇ ਵਜੀਫ਼ੇ					
4	ਵਿਦਿਆਰਥੀਆਂ ਲਈ ਸੰਸਥਾ ਵੱਲੋਂ ਸੁਰੱਖਿਆ ਦੇ ਪੈਮਾਨੇ ।					
5	ਕੈਂਪਸ ਦੀ ਸਫਾਈ ।					
6	ਕਲਾਸਾਂ ਅਤੇਪ੍ਰਯੋਗਸ਼ਾਲਾ ਦਾ ਬੁਨਿਆਦੀ ਢਾਂਚਾ।					
7	ਲਾਇਬ੍ਰੇਰੀ ਸਹੂਲਤਾਂ ।					
8	ਕੰਪਿਊਟਰ ਅਤੇ ਇੰਟਰਨੈਟ ਸਹੂਲਤਾਂ ।					
9	ਹੋਸਟਲ ਵਿੱਚ ਸਹੂਲਤਾਂ ਜਿਵੇਂ ਕਿ – ਕਾਮਨ ਰੂਮ, ਖਾਣਾ, ਸਫਾਈ ਅਤੇ ਡਾਕਟਰੀ ਸਹੂਲਤਾਂ ।					
10	ਖੇਡਾਂ ਦੀਆਂ ਸਹੂਲਤਾਂ ।					
11	ਆਵਾਜਾਈ ਅਤੇ ਪਾਰਕਿੰਗ ਦੇ ਪ੍ਰਬੰਧ ।					
12	ਕੰਨਟੀਨ ਦਾ ਪ੍ਰਬੰਧ ।					
13	ਡਾਕਟਰੀ ਸਹਾਇਤਾ (ਲੋੜ ਪੈਣ ਤੇ)।					
14	ਮੁਲਾਂਕਣ ਦੀ ਵਿਧੀ ਜਿਵੇਂ ਕਿ ਕਲਾਸ ਟੈਸਟ, ਅੰਦਰੂਨੀ ਮੁਲਾਂਕਣ ਬਿਨਾਂ ਕਿਸੇ ਪੱਖਪਾਤ ਤੋਂ।					
15	ਪ੍ਰਸ਼ਾਸਨ ਤੱਕ ਪਹੁੰਚ।					
16	ਸ਼ਿਕਾਇਤ ਨਿਵਾਰਣ ।					
17	ਰੋਜਗਾਰ ਪ੍ਰਤੀ ਸਲਾਹ।					
18	ਤੁਹਾਡੇ ਦੁਆਰਾ ਅਪਣਾਏ ਜਾਣ ਵਾਲੇ ਕੋਰਸ ਦਾ ਸਿਲੇਬਸ ਅਤੇ ਪਾਠਕ੍ਰਮ ।					

ਸੁਝਾਅ :-

ਅਕਾਦਮਿਕ…………………………………………………………………………………

ਪਾਠਕ੍ਰਮ ....

ਹੋਰ ....

PARENT'S FEEDBACK FORM

Session: ………………………

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

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

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

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

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

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

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

1. You chose the institution because of

    (a) Its infrastructure and location

    (b) Reputation as a disciplined institution

    (c) Environment and goodwill of the college

    (d) Recommended by an Alumni

    (e) Affordable fee structure

2. Please answer the following questions:

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 communication at college end about performance of your child and transparency of evaluation system satisfactory?					
5. Are the security and safety measures in the college adequate?					
6. Do you think that the best academic skill, knowledgeable faculty and quality teaching					

provided in the college?					
7. Is your child improving her knowledge base through interaction with the faculty of the college?					

8. Are the festivals, events and extracurricular activities arranged by college adequate ?					
9. The training & placement opportunities, internship provided by the college is sufficient.					
10. Do the quality and relevance of courses included into the curriculum help in improving learning?					
11. Are you satisfied with the Syllabus and curriculum design of your child's course?					

12. Any other suggestions:

……………………………………………………………………………………
…..
……………………………………………………………………………………
…..
……………………………………………………………………………………
…..

Signature   :
Date   :

PARENT'S FEEDBACK FORM

ਸੈਸ਼ਨ ....
ਮਾਤਾ ਪਿਤਾ ਦਾ ਨਾਮ ਅਤੇ ਕਿੱਤਾ ....
ਪਿਤਾ...
ਮਾਤਾ...
ਪਤਾ...
....
....
ਵਿਦਿਆਰਥੀ ਦਾ ਨਾਮ ....
ਕੋਰਸ...

1. ਤੁਸੀ ਇਸ ਸੰਸਥਾ ਦੀ ਚੋਣ ਕੀਤੀ ਕਿਉਂਕਿ-
ੳ. ਇਸਦੀ ਸਥਿਤੀ ਅਤੇ ਬੁਨਿਆਦੀ ਢਾਂਚੇ ਕਰਕੇ।
ਅ. ਇਕ ਅਨੁਸ਼ਾਸਿਤ ਸੰਸਥਾ ਹੋਣ ਕਰਕੇ।
ੲ. ਕਾਲਜ ਦੇ ਵਾਤਾਵਰਣ ਅਤੇ ਚੰਗੀ ਸ਼ਾਖ ਕਰਕੇ।
ਸ. ਪੁਰਾਣੇ ਵਿਦਿਆਰਥੀਆਂ ਦੀ ਸ਼ਲਾਘਾ ਕਰਕੇ।
ਹ. ਕਿਫਾਇਤੀ ਫੀਸਾਂ ਕਰਕੇ।
2. ਕ੍ਰਿਪਾ ਕਰਕੇ ਹੇਠ ਲਿਖੇ ਸੁਆਲਾਂ ਦੇ ਜਵਾਬ ਦਿਉ।

ਮਾਪਦੰਡ	ਪੂਰਾ ਸਹਿਮਤ	ਸਹਿਮਤ	ਨਿਰਪੱਖ	ਅਸਹਿਮਤ	ਪੂਰਾ ਅਸਹਿਮਤ
1. ਕੀ ਤੁਸੀ 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 ਮਦੱਦਗਾਰ ਹੈ ?					
3. ਕੀ ਤੁਹਾਡਾ ਬੱਚਾ ਹੋਸਟਲ ਅਤੇ ਲਾਇਬ੍ਰੇਰੀ ਸੇਵਾਵਾਂਅਤੇ ਖੇਡ ਸਹੂਲਤਾਂ ਤੋਂ ਸੰਤੁਸ਼ਟ ਹੈ ?					
4. ਕੀ ਤੁਸੀਂ ਕਾਲਜ ਦੁਆਰਾ ਤੁਹਾਡੇ ਬੱਚੇ ਦੀ ਕਾਰਗੁਜਾਰੀ ਬਾਰੇ ਦਿੱਤੀ ਗਈ ਰਿਪੋਰਟ ਤੋਂਅਤੇ ਸੰਸਥਾ ਦੀ ਮੁਲਾਂਕਣ ਵਿੱਚ ਪਾਰਦਰਸ਼ਤਾ ਬਾਰੇ ਸੰਤੁਸ਼ਟ ਹੋ ?					
5. ਕੀ ਸੰਸਥਾ ਦੁਆਰਾ ਕੀਤੇ ਸੁਰੱਖਿਆ ਦੇ ਪ੍ਰਬੰਧਾਂ ਤੋਂ ਸੰਤੁਸ਼ਟ ਹੋ ?					
6. ਕੀ ਅਧਿਆਪਕਾਂ ਦਾ ਗਿਆਨ ਅਤੇ ਵਿੱਦਿਅਕ ਹੁਨਰ ਸੰਤੋਖਜਨਕ ਹੈ ?					
7. ਕੀ ਤੁਹਾਡੇ ਬੱਚੇ ਦੇ ਗਿਆਨ ਵਿੱਚ ਵਾਧਾ ਹੋ ਰਿਹਾ ਹੈ ?					
8. ਕੀ ਕਾਲਜ ਦੁਆਰਾ ਕੀਤੇ ਜਾਂਦੇ ਸਭਿਆਚਾਰਕ					

ਮੁਕਾਬਲੇ ਅਤੇ ਸਹਿਵਿਦਿਅਕ ਗਤੀ ਵਿਧੀਆਂ ਸੰਤੋਖਜਨਕ ਹਨ ?					
9. ਕੀ ਕਾਲਜ ਦੁਆਰਾ ਦਿੱਤੀਜਾਣ ਵਾਲੀ ਟ੍ਰੇਨਿੰਗ, ਕਿੱਤਾ ਮੁਖੀ ਮੌਕੇ ਅਤੇ ਇੰਟਰਨਸ਼ਿਪ ਤੋਂ ਤੁਸੀਂ ਸੰਤੁਸ਼ਟ ਹੋ ?					
10. ਕੀ ਸਿਲੇਬਸ ਵਿੱਚ ਦਿੱਤੇ ਜਾਣ ਵਾਲੇ ਵਿਸ਼ਿਆਂ ਦਾ ਮਿਆਰ ਸਿੱਖਿਆ ਵਿੱਚ ਵਾਧਾ ਕਰਦਾ ਹੈ ?					
11. ਕੀ ਤੁਸੀਂ ਆਪਣੇ ਬੱਚੇ ਦੇ ਸਿਲੇਬਸ ਅਤੇ ਪਾਠਕ੍ਰਮ ਤੋਂ ਸੰਤੁਸ਼ਟ ਹੋ ?					

ਕੋਈ ਹੋਰ ਸੁਝਾਅ-

……

……..

…………………………………………………………………………………………………

ਦਸਤਖਤ:-

ਮਿਤੀ:-

ALUMNI FEEDBACK FORM

Session: ………………………

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

Department ……………Year of study ………………..Occupation…………………Place of occupation………………………

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

SR.	PARTICULARS	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
1	I feel proud to be a student of					

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
	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 supporting the work environment					
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 have studied was satisfactory.					

Suggestions for further improvement:

   a. In Academic……

   b. Curricular…….

   c. Social Activities……

   d. Curriculum………

   e. Others……

FACULTY FEEDBACK FORM

Session: ……………………

Make a tick mark in the appropriate Cell:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

1.CURRICULUM DESIGN ANDDEVELOPMENT					
1.Board of studies is taking care to ensure the current relevance of the programme offering.					
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.Cafetaria and drinking water facilities are adequately provided.					
6. Sports infrastructure is adequate.					
4.GOVERNANCE					

	पूरा सहिमत	सहिमत	निरपॱख	असहिमत	पूरा असहिमत
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.					

Suggestion:……………………………………………………………………………………
Date:

FACULTY FEEDBACK FORM

ਸੈਸ਼ਨ :………………………………………

ਢੁਕਵੇਂਖਾਨੇ ਵਿੱਚ ਸਹੀ ਦਾ ਨਿਸ਼ਾਨ ਲਗਾਉ ।

1. ਪਾਠਕ੍ਰਮ ਦੀ ਬਣਤਰ ਅਤੇ ਵਿਕਾਸ	ਪੂਰਾ ਸਹਿਮਤ	ਸਹਿਮਤ	ਨਿਰਪੱਖ	ਅਸਹਿਮਤ	ਪੂਰਾ ਅਸਹਿਮਤ
1. ਪਾਠਕ੍ਰਮ ਦਾ ਮੌਜੁਦਾ 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 ।					
2. 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 ਕੇਦਾਂਰਿਤ ਅਧਿਐਨ ਦੇ ਸਾਧਨ ਹਨ ?					

3. ਫੈਕਲਟੀ ਸਿੱਖਿਆ ਅਤੇ ਕੁਸ਼ਲਤਾ ਵਿੱਚ ਨਿਪੁੰਨ ਹੈ ।					
4. ਲਾਇਬ੍ਰੇਰੀ ਨੂੰ ਵਿਦਿਆਰਥੀਆਂ ਅਤੇ ਅਧਿਆਪਕਾ ਦੁਆਰਾ ਪੂਰੀ ਤਰਾਂ ਵਰਤੋਂ ਵਿੱਚ ਲਿਆਦਾ ਜਾਦਾਂ ਹੈ ।					
5. ਵਿਭਾਗਾਂ ਦੁਆਰਾ ਸਿੱਖਿਆ ਸਹਾਇਤਾ ਤਕਨੀਕਾਂ ਅਤੇ ICT ਸਿਖਿਆ ਸੰਤੋਖਜਨਕ ਹਨ					
6. ਅਧਿਆਪਕਾਂ ਦੀ ਸੈਮੀਨਾਰ ਵਰਕਸ਼ਾਪਾਂ ਗੋਸ਼ਟੀਆਂ ਅਤੇ ਕਾਨਫਰੰਸਾਂ ਆਯੋਜਿਤ ਕਰਨ ਲਈ ਹੌਸਲਾ ਅਫ਼ਜਾਈ ।					
7. ਅਧਿਆਪਕਾਂ ਦੀ ਖੋਜਾਂ ਅਤੇ ਵਿਸਤਾਰ ਸੰਬਧੀ ਪ੍ਰੋਗਰਾਮ ਕਰਨ ਲਈ ਹੌਸਲਾ ਅਫ਼ਜਾਈ ।					
8.					
9. ਉਦਯੋਗਾਂ ਨਾਲ ਤਾਲਮੇਲ ਕਰਨ ਲਈ ਅਧਿਆਪਕਾਂ ਦੀ ਹੌਸਲਾ ਅਫਜਾਈ ।					
10. ਸੰਸਥਾ ਦੁਆਰਾ ਇਮਤਿਹਨਾਂ ਵਿੱਚ ਅਪਣਾਈ ਜਾਂਦੀ ਮੁਲਾਂਕਣ ਦੀ ਵਿਧੀ ਸੰਤੋਖਜਨਕ ।					
3. ਬੁਨਿਆਦੀ ਢਾਂਚਾ					
1. ਫੈਕਲਟੀ ਅਤੇ ਵਿਦਿਆਰਥੀਆਂ ਲਈ ਉਪਲਬੱਧ ਕਲਾਸਾਂ, ਫਰਨੀਚਰ ਅਤੇ ਟਾਇਲਟ ਸੰਤੋਖ਼ਜਨਕ ਹਨ ।					
2. ਇਮਾਰਤਾਂ ਅਤੇ ਫਰਨੀਚਰ ਦੀ ਸਹੀ ਸੰਭਾਲ ਹੈ ।					

3. ਲੈਬ ਪੂਰੀ ਤਰਾਂ ਲੈਸ ਅਤੇ ਅਪਗ੍ਰੇਡ ਹਨ। (ਜਿੱਥੇ ਕਿਤੇ ਲਾਗੂ)					
4. ਪਾਰਕਿੰਗ ਸਹੂਲਤਾਂ ਵਧੀਆ ਹਨ।					
5. ਕੰਨਟੀਨ ਅਤੇ ਪੀਣ ਵਾਲੇ ਪਾਣੀ ਦਾ ਯੋਗ ਪ੍ਰੰਬਧ ਹੈ ।					
6. ਖੇਡਾਂ ਦਾ ਬੁਨਿਆਦੀ ਢਾਂਚਾਂ ਢੁੱਕਵਾਂ ਹੈ ।					
4.ਸ਼ਾਸਨ					
1. ਪ੍ਰਸ਼ਾਸਨ ਸੰਸਥਾ ਦੇ ਵਿਕਾਸ ਲਈ ਇਮਾਨਦਾਰੀ ਨਾਲ ਕੋਸ਼ਿਸ਼ਾ ਕਰ ਰਿਹਾ ਹੈ ਅਤੇ ਅਸਾਨੀ ਨਾਲ ਪਹੁੰਚਯੋਗ ਹੈ।					
2. ਪਿਛਲੇ ਵਰੇ ਦੌਰਾਨ ਗੁਣਵਤਾ ਨੂੰ ਵਧਾਉਣ ਲਈ ਲਏ ਗਏ ਪਹਿਲ ਕਦਮ ਸੁਧਾਰ ਵਿੱਚ ਯੋਗਦਾਨ ਪਾ ਰਹੇ ਹਨ ।					
3. ਫੈਕਲਟੀ ਨੂੰ ਆਪਣੇ ਵਿਚਾਰ ਰੱਖਣ ਦੀ ਪੂਰੀ ਅਜ਼ਾਦੀ ਹੈ ।					
4. IQAC ਸੰਸਥਾ ਦੀ ਗੁਣਵਤਾ ਵਧਾਉਣ ਲਈ ਯੋਗ ਤਰੀਕੇ ਨਾਲ ਕੰਮ ਕਰ ਰਹੀ ਹੈ ।					
5. ਸੰਸਥਾ ਆਪਣੀ ਫੈਕਲਟੀ ਲਈ ਅਤੇ ਉਹਨਾਂ ਦੇ ਪਰਿਵਾਰਿਕ ਮੈਬਰਾਂ ਨੂੰ ਢੁਕਵੀਆਂ ਸਹੂਲਤਾਂ ਅਤੇ ਸਹਿਯੋਗ ਦਿੰਦੀ ਹੈ ।					

ਸੁਝਾਅ:-
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SUPPORTING STAFF FEEDBACK FORMS

Session: ………………………

Make a tick mark in the appropriate cell:

SR.	PARTICULARS	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
1.	The work allotment is fair.					
2.	The placement of the employees is as per the job requirements					
3.	The promotion policies of the college are encouraging					
4.	The infrastructure facilities are supporting the work environment					
5.	The employees are having clear understanding of their roles and responsibilities.					
6.	The employer-employee relationships are fine.					
7.	Support from administrative staff					
8.	The problems of employees are settled fairly					
9.	Work environment is friendly.					

Suggestions for further

improvement…………………………………………………………………………………………………
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SUPPORTING STAFF FEEDBACK FORMS

ਸ਼ੈਸਨ:...

ਢੁਕਵੇਂਖਾਨੇ ਵਿੱਚ ਸਹੀ ਦਾ ਨਿਸ਼ਾਨ ਲਗਾਉ :

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

ਕਿਸੇ ਹੋਰ ਸੁਧਾਰ ਲਈ

ਸੁਝਾਅ:………………………………………………………………………………………

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Student

Feedback

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. From the current academic year i.e. 2019-20, the college has started online system for student feedback. Given below is the feedback received from 400 students of the college.

Type of Feedback	Number of responses
Student	400

Areas Assessed:

1. Course availability and curriculum
2. Student support system
3. Infrastructural facilities including hostel and sports
4. Evaluation system and placement

Student Feedback Graphs

1. **Availability of courses**

SA	A	N	D	SD
226	135	28	2	9
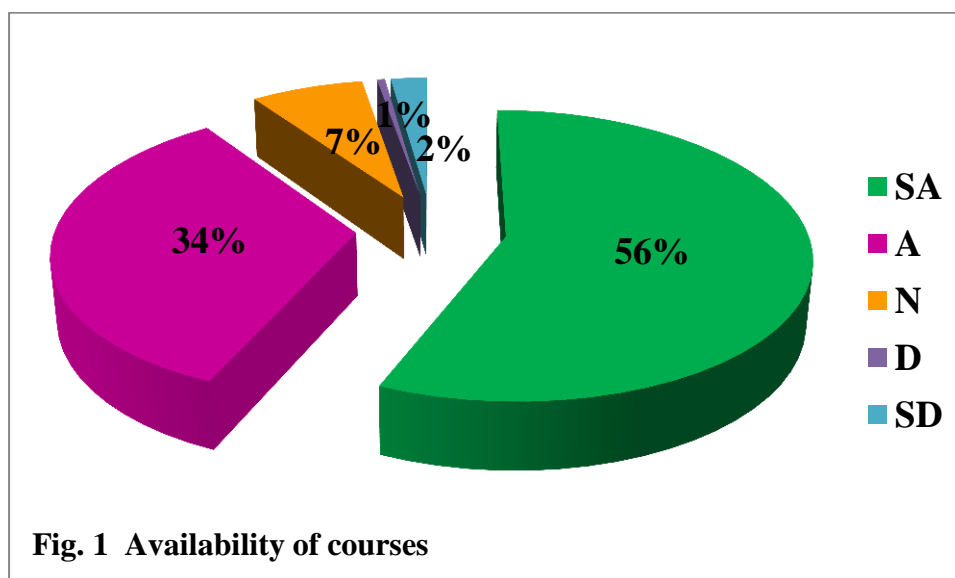
Fig. 1 Availability of courses

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

SA	A	N	D	SD
123	181	65	22	9
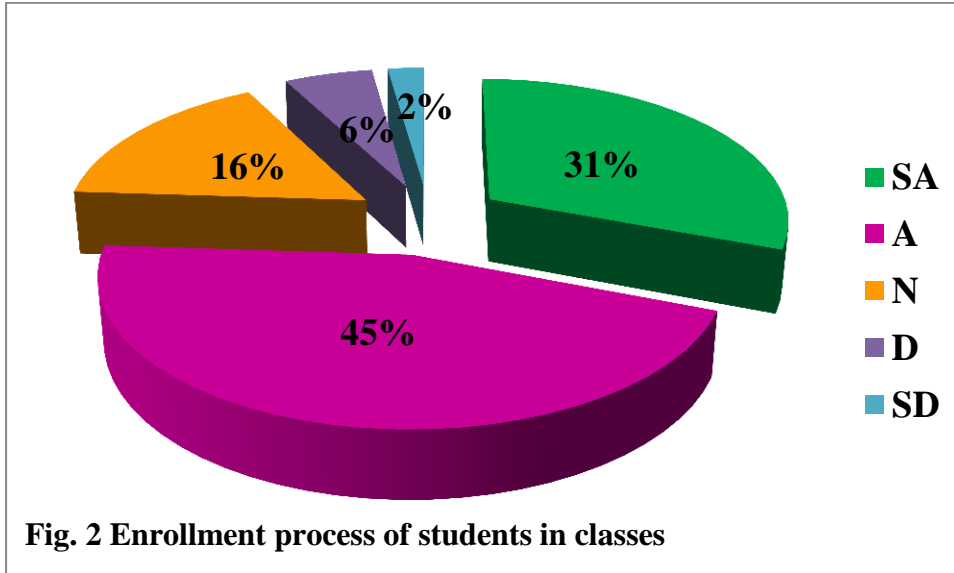
Fig. 2 Enrollment process of students in classes

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

SA	A	N	D	SD
142	179	55	21	3

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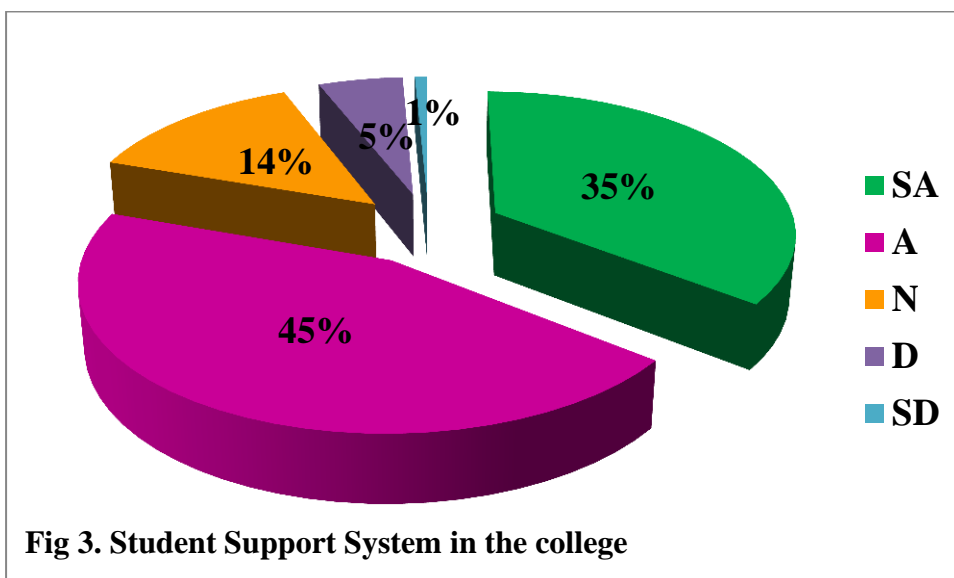
4. Safety measures of Institution for students

SA	A	N	D	SD
201	136	41	15	7
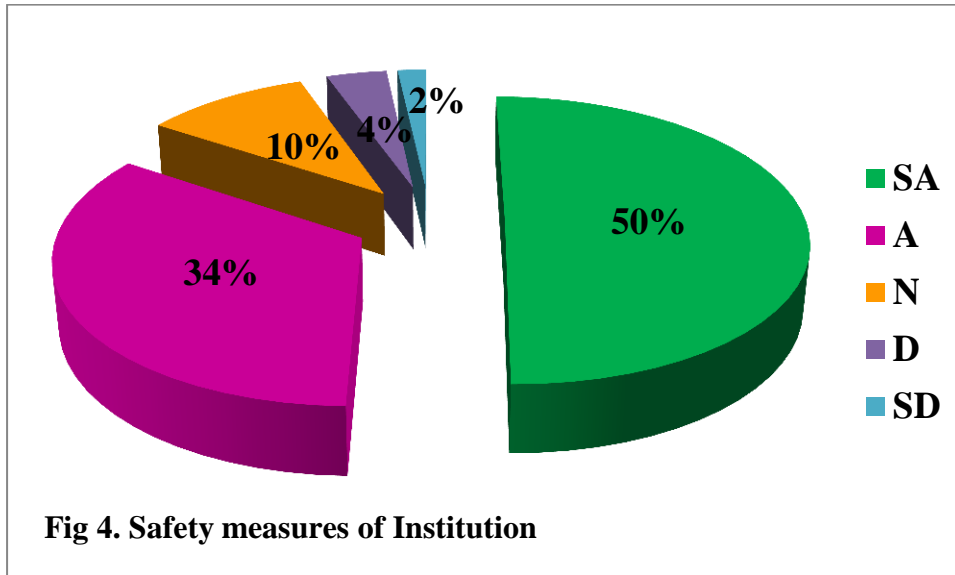
Fig 4. Safety measures of Institution

5. Campus Cleanliness

SA	A	N	D	SD
247	114	25	11	3
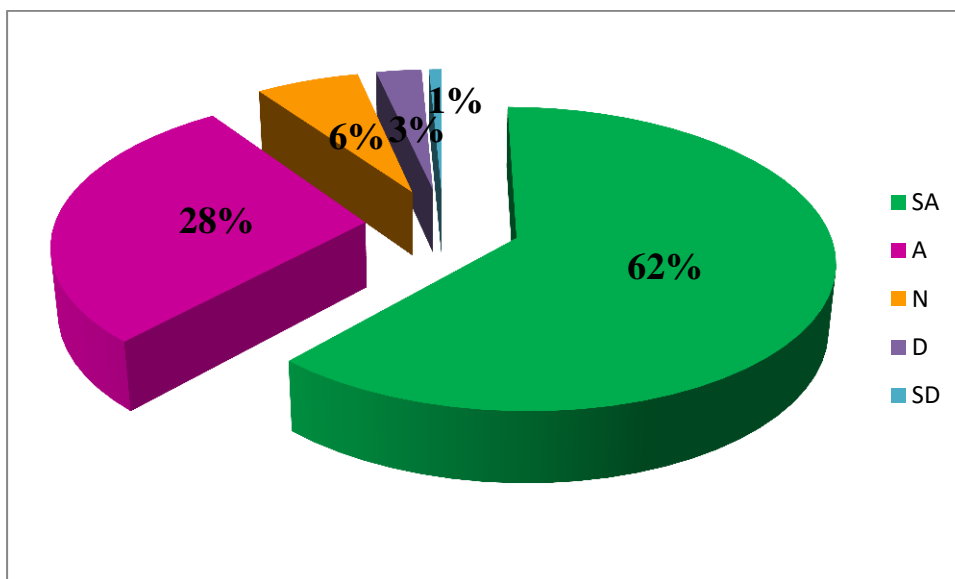
6. Infrastructure including Classrooms and laboratories

SA	A	N	D	SD
165	162	49	17	7
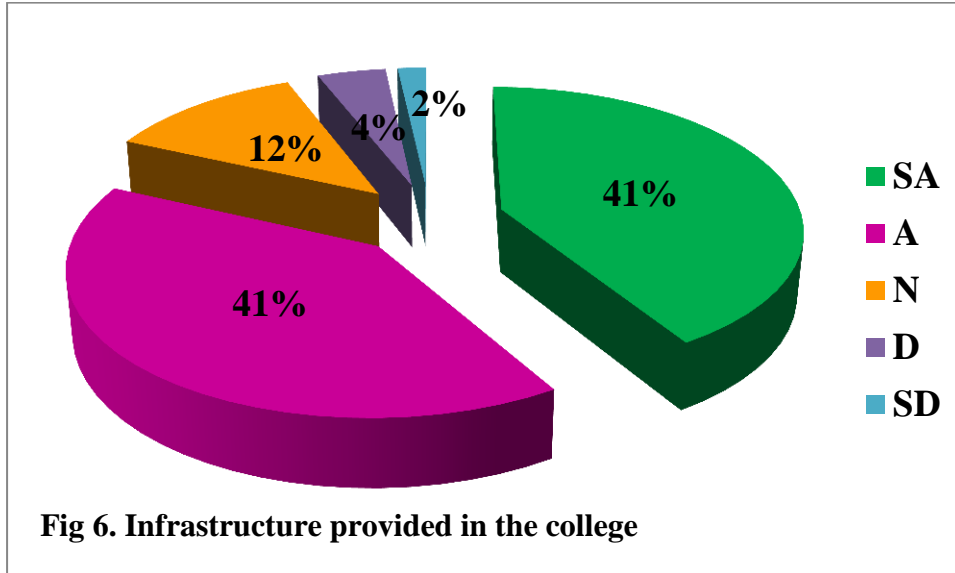
Fig 6. Infrastructure provided in the college

7. Library Facility

SA	A	N	D	SD
264	104	24	5	3
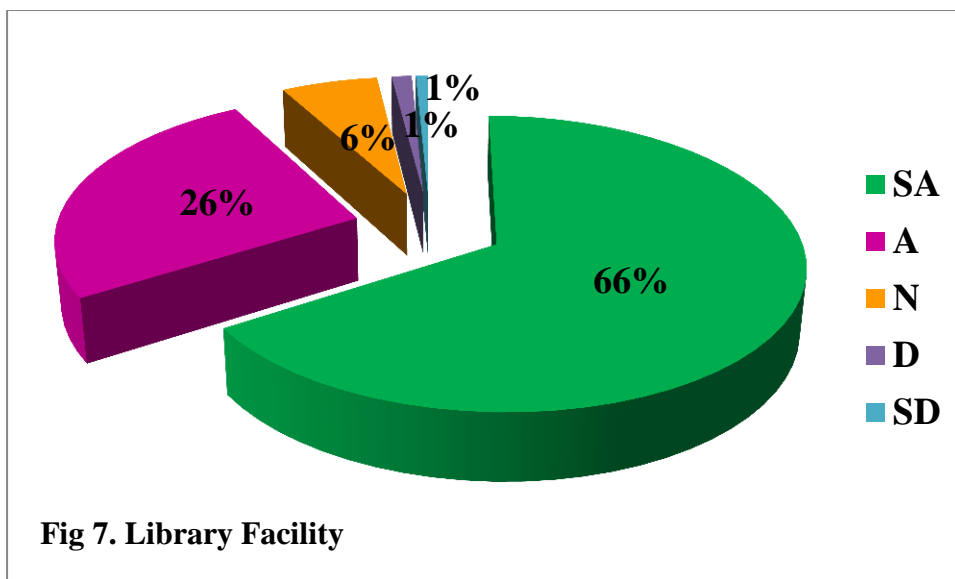
Fig 7. Library Facility

8. Computer and Internet Facilities

SA	A	N	D	SD
149	153	66	21	11

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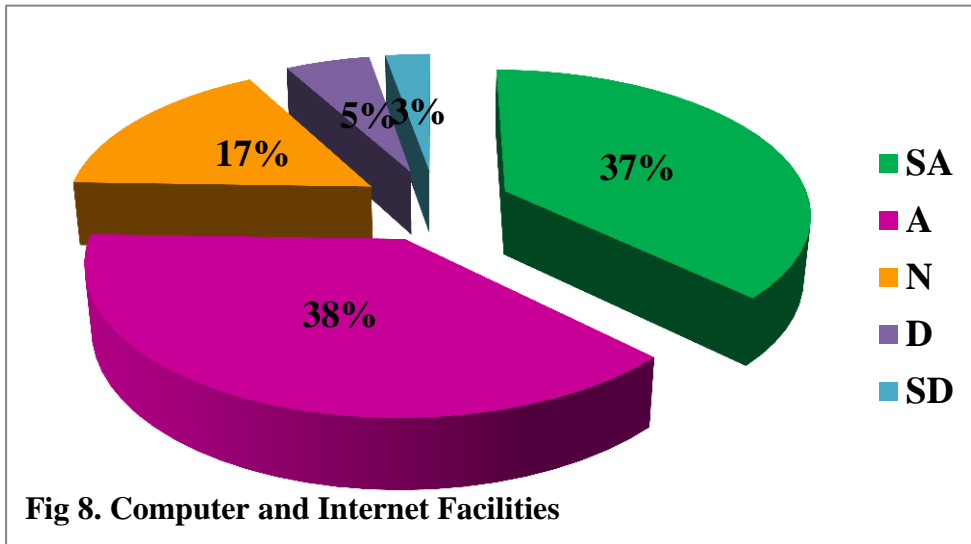
9. Hostel facilities such as common room, diet, cleanliness and medical facility

SA	A	N	D	SD
151	167	60	16	6

Fig 9. Hostel facilities
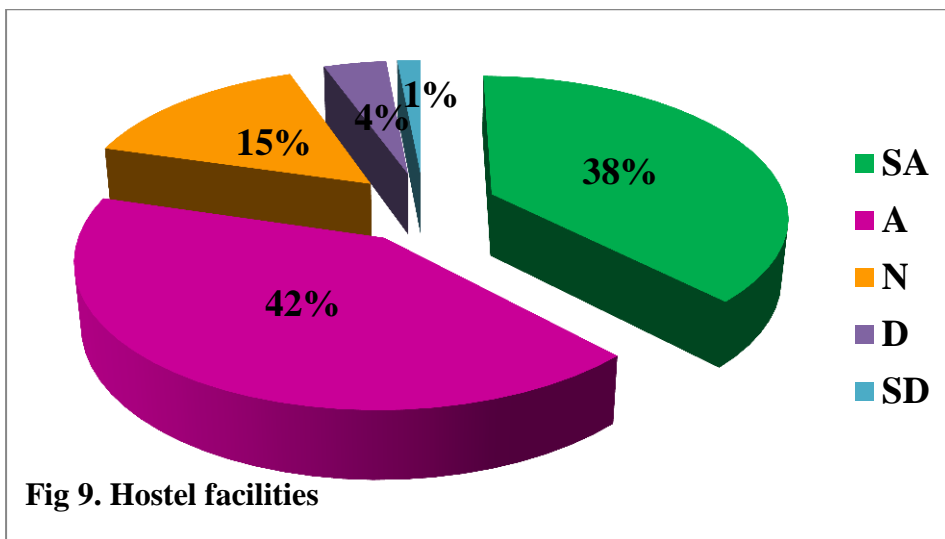
10. Sports facilities

SA	A	N	D	SD
178	168	36	11	7

Fig 10. Sports facilities
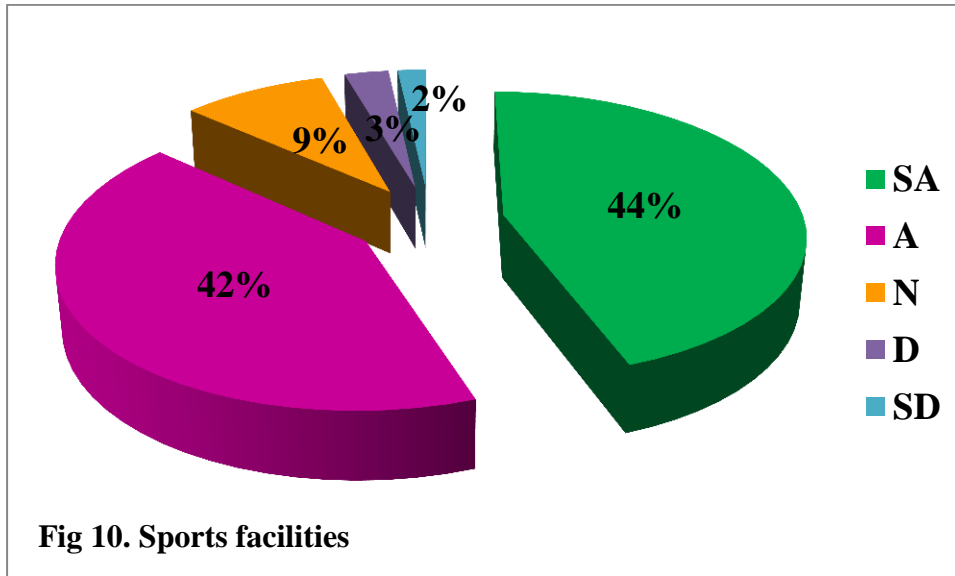
11. Transportation & Parking facility

SA	A	N	D	SD
197	138	44	10	11

Fig 11. Transportation and Parking facility
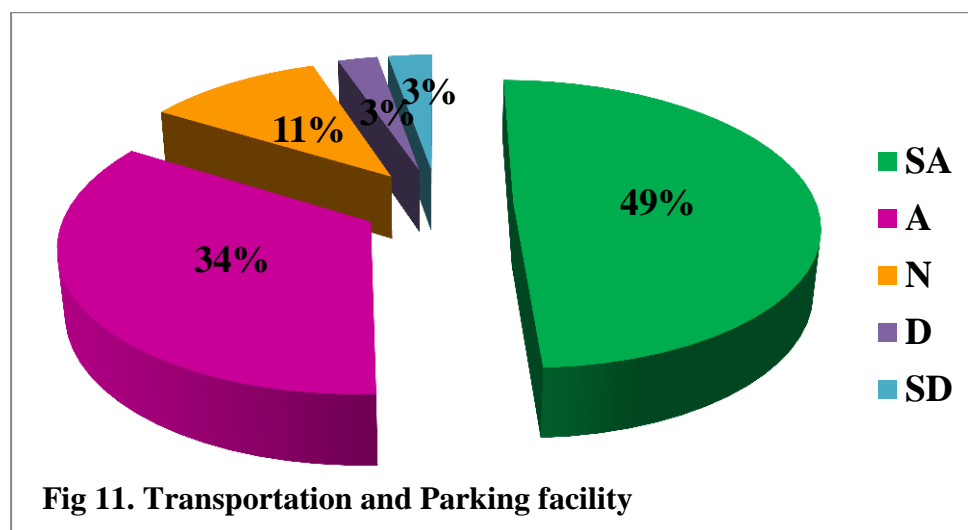
12. Canteen Facility

SA	A	N	D	SD
220	143	30	5	2

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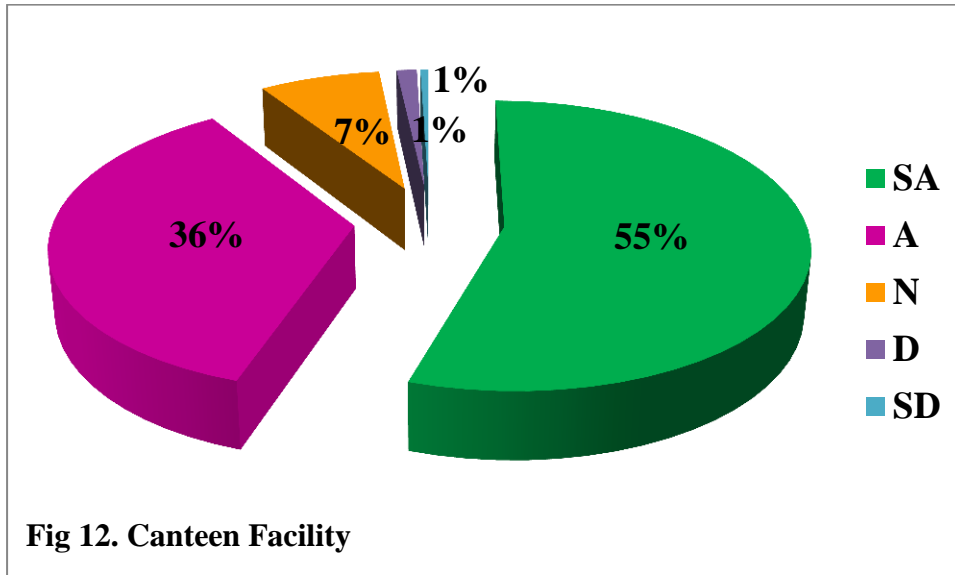
13. Medical Help (If needed)

SA	A	N	D	SD
113	160	75	26	26

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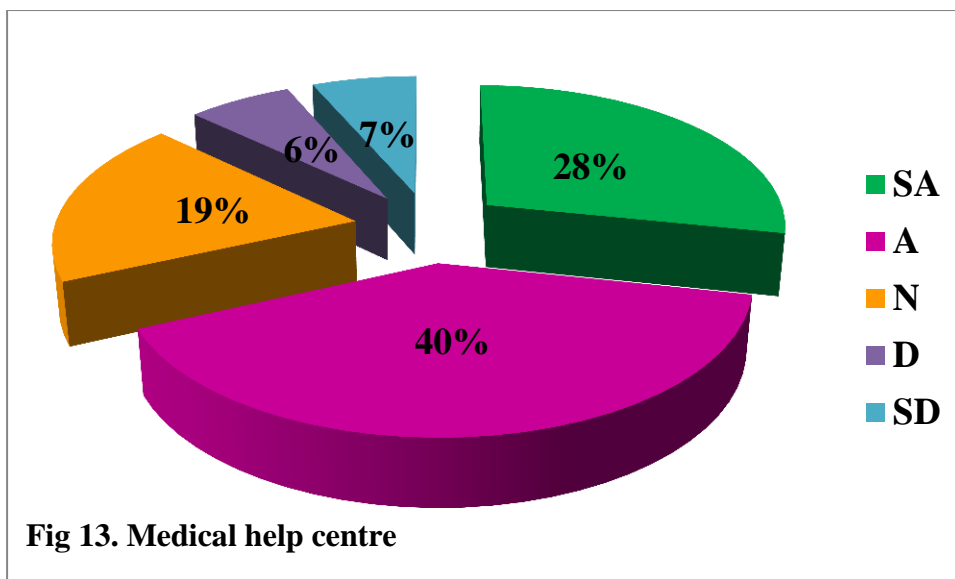
14. Evaluation system such as class test ,term test, internal assessment if Fair and unbiased

SA	A	N	D	SD
201	137	36	20	6

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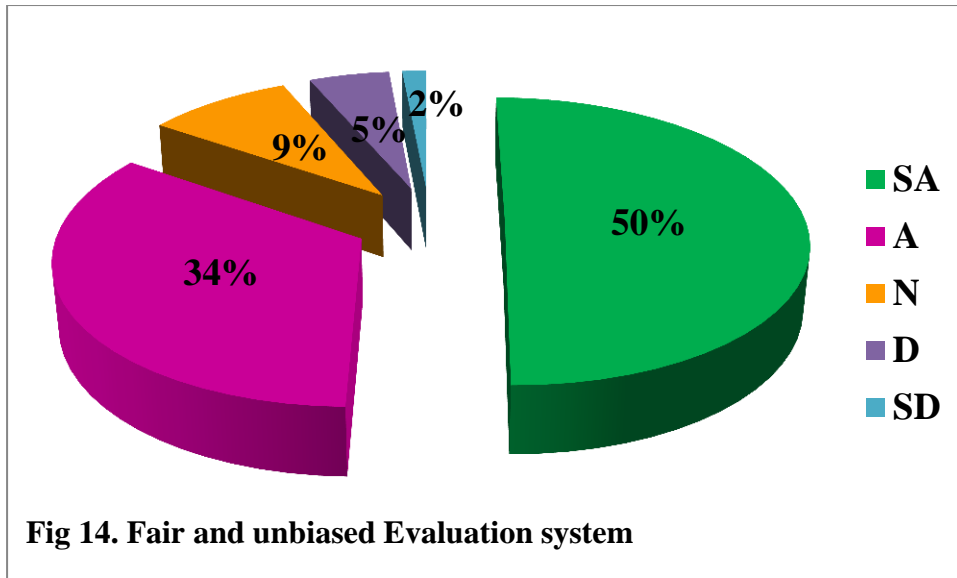
15. Access to administrative authorities

SA	A	N	D	SD
98	205	75	16	6

Fig 15. Access to administrative authorities
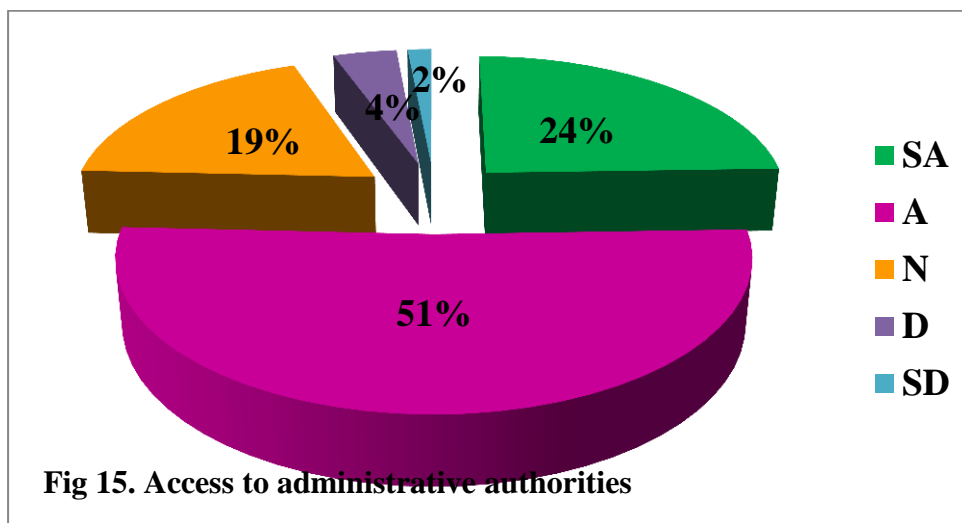
16. Grievance redressal

SA	A	N	D	SD
132	172	58	28	10

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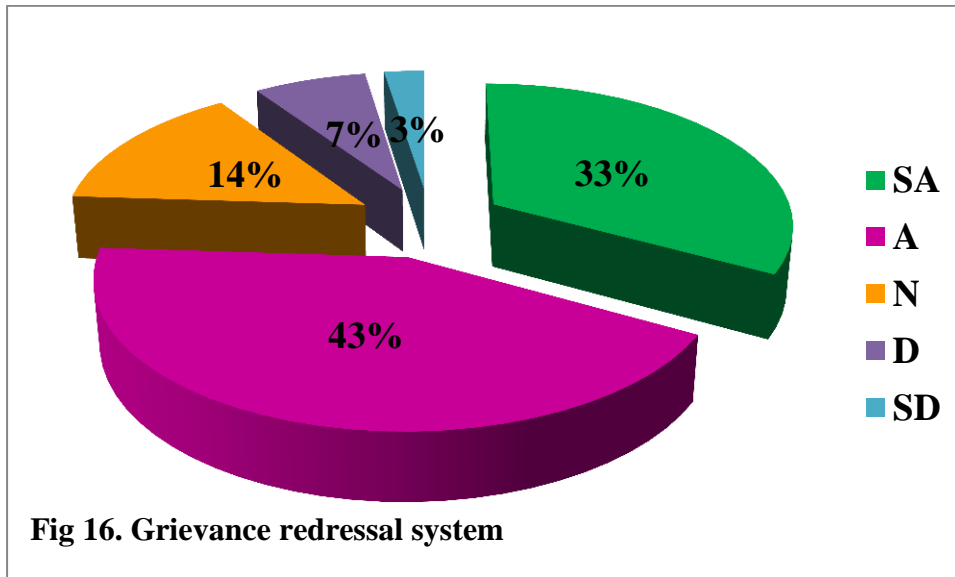
17. Career counseling and placement

SA	A	N	D	SD
164	175	46	13	2

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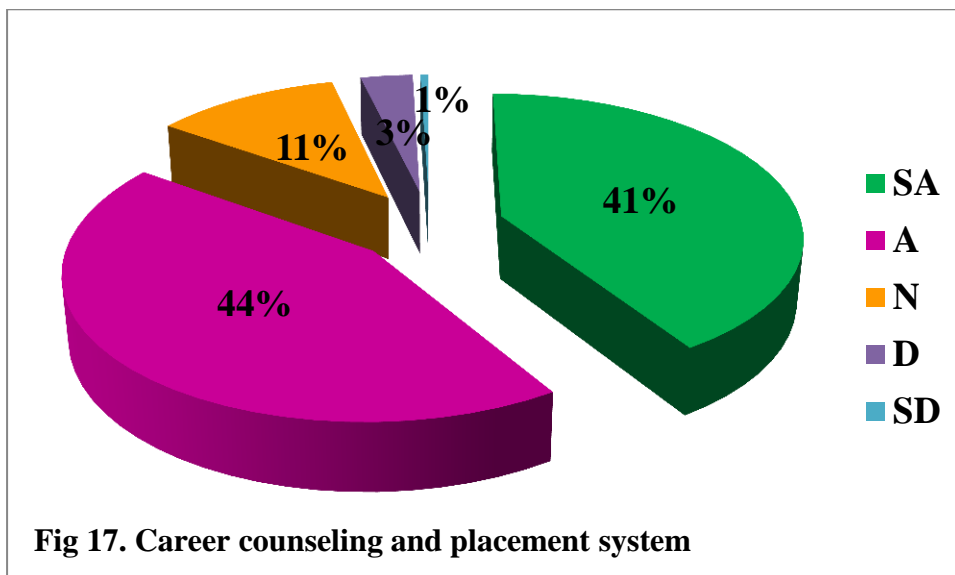
18. Syllabus design and curriculum of the program you are pursuing

SA	A	N	D	SD
119	208	51	12	10
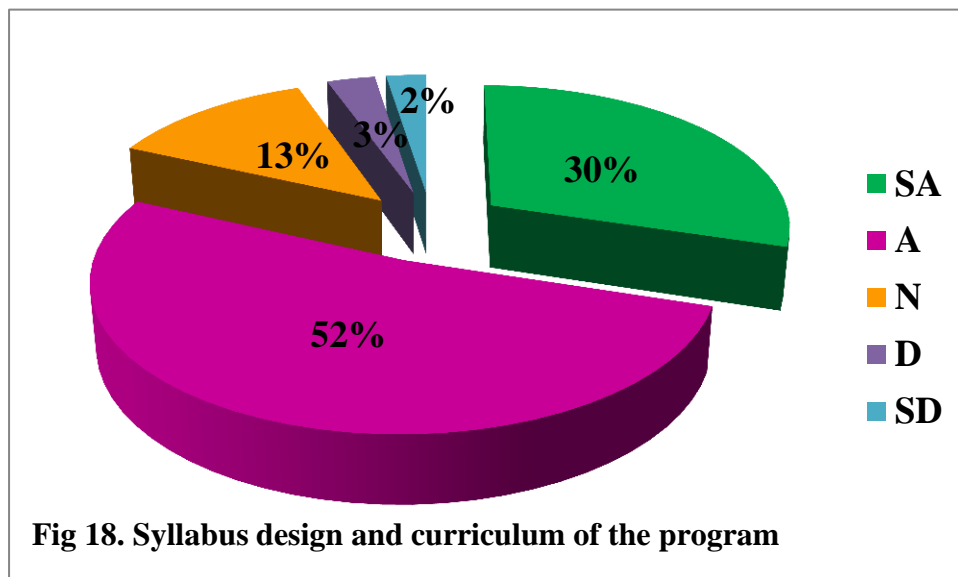
Fig 18. Syllabus design and curriculum of the program

Feedback Outcomes:

1. 86% of total students have agreed that the satisfactory numbers of courses are available in the institute. Only a few (4.1%) have demanded for adding new courses.

2. Majority of the students have strongly agreed that the syllabus is covered by the teachers on time.

3. Besides regular Teaching-Learning programmes, there are various mechanisms and support systems to help new students to adjust in the environment of the college.

4. Many of the students (76.75%) have agreed on the criterion of support from institute in terms of financial issues, administrative problems, safety or grievance redressal.

5. 85% of the students are happy with infrastructural facilities provided in the college. Only4.25% have expressed the need for more labs.

6. Majority of the students (84.6%) have agreed that institute follow fair evaluation process.

7. Majority of the respondents are happy with the placement system. Only a few (5.1%) demanded to invite more companies for the placement process.

Suggestions:

1. Majority of students are happy with the available range of courses. However, some of them have suggested to include a course on cosmetology.

2. The students have limited internet access in the college campus. They have demanded free and open Wi-Fi facility in the campus.

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

4. Students demand for a regular doctor in the campus.

Parent

Feedback

Analysis

Parent Feedback Analysis

Parents are major stakeholders of the institution. Parent View gives parents the chance to tell what they think about their child's institution. Feedback obtained from the parents is considered as vital part for the development of any educational institution. Parents' positive perception highly influences their children's perception of institution, which, in turn, positively contributes to students' academic, social, and emotional learning. Using effective channels of communication and getting parents involved in decisions helps to build strong relationships and encourages involvement in the child's learning and progress.

Type of Feedback	Number of responses
Parent	302

Areas Assessed:

1. Infrastructure availability and environment in the institution
2. Communication from the college end regarding child's performance
3. Quality of teaching and faculty knowledge
4. Curriculum design, implementation and placement of child
5. Extracurricular activities, safety and security of child

Majority parents expressed that the simplicity and fairness of the admission procedure of the institution is excellent. Academic discipline in terms of timely conduct of lectures, practical and other activities is highly appreciated by them. Almost 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
89	177	32	1	3
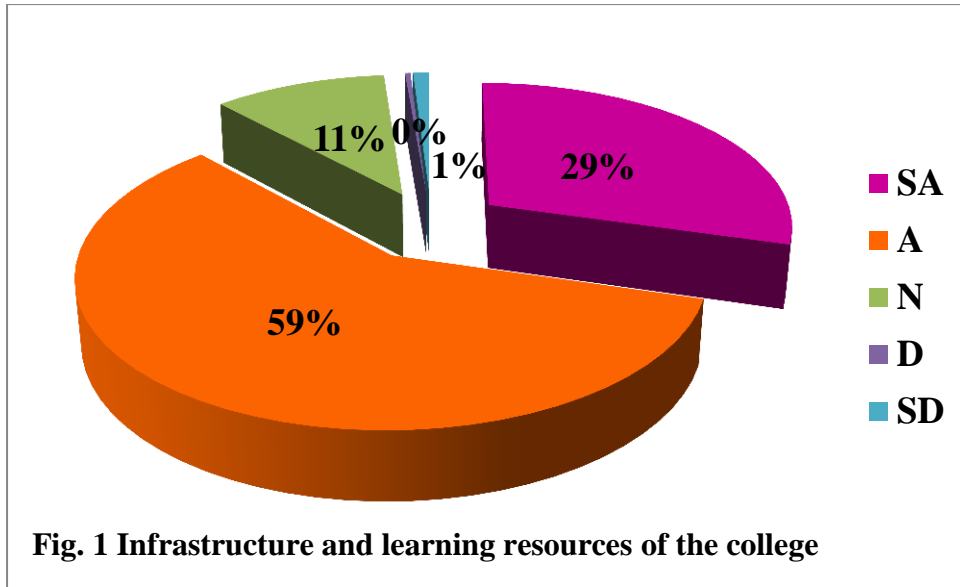
Fig. 1 Infrastructure and learning resources of the college

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

SA	A	N	D	SD
105	160	31	2	4

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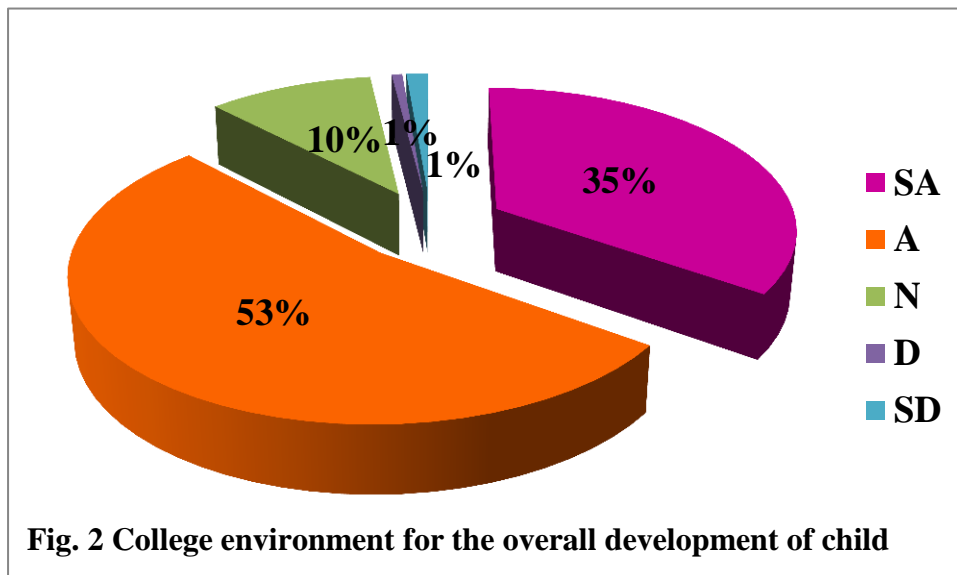
3. Do you think that the hostel, library and sports facilities provided in the college adequate?

SA	A	N	D	SD
96	170	29	4	3

Fig. 3 Adequate hostel, library and sports facilities in the college
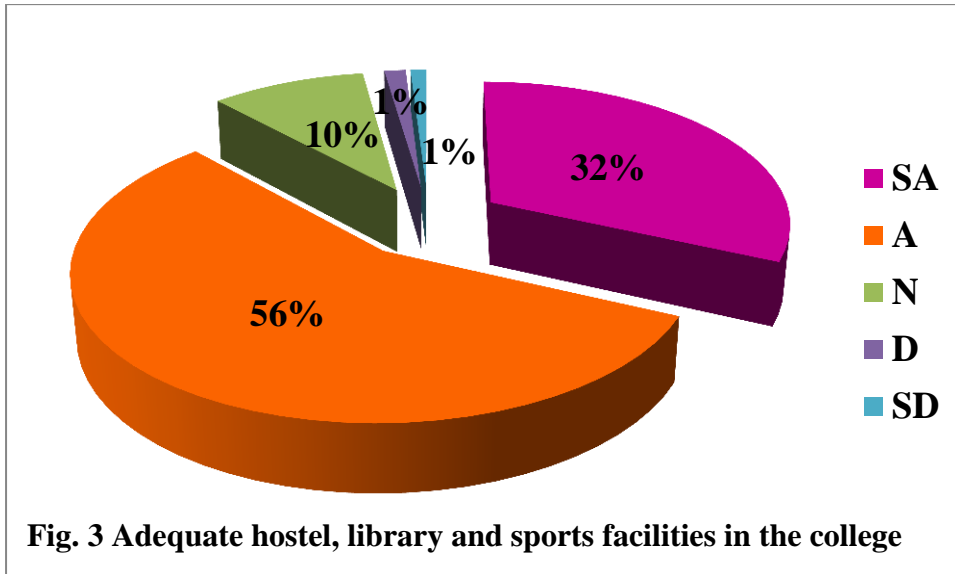
4. Do you think that communication at college end about the performance of your child and transparency of evaluation system satisfactory?

SA	A	N	D	SD
82	182	35	2	1

Fig. 4 Transparency of evaluation system about performance of the child
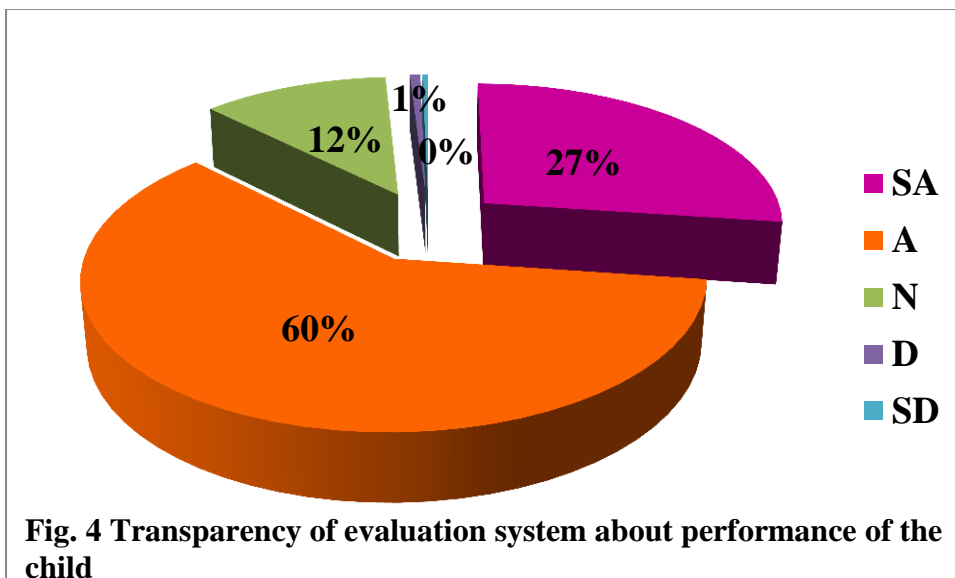
5. Are the security and safety measures in the college adequate?

SA	A	N	D	SD
126	148	23	2	3
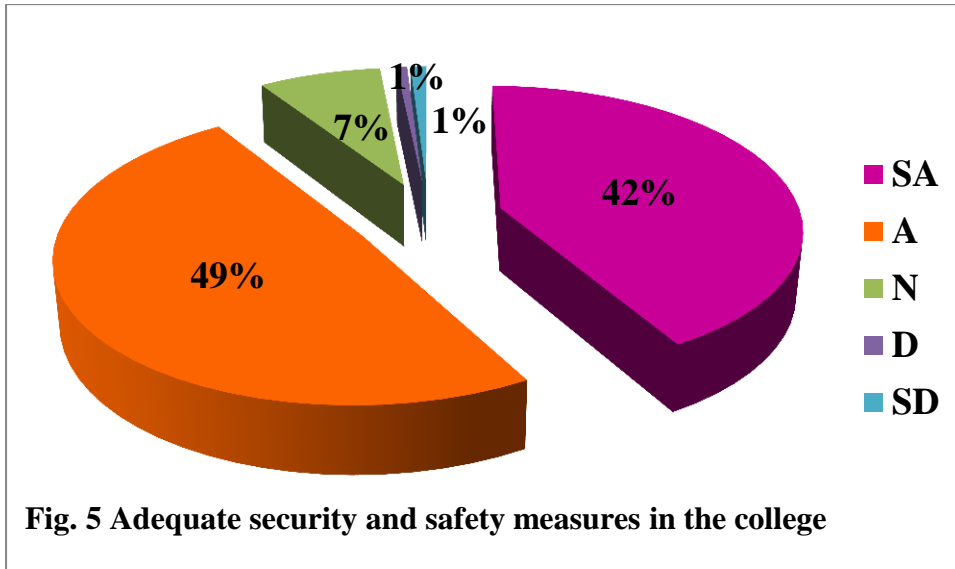
Fig. 5 Adequate security and safety measures in the college

6. Do you think that the best academic skill, knowledgeable faculty and quality teaching provided in the college?

SA	A	N	D	SD
117	163	16	4	2

Fig. 6 Provision of knowledgeable faculty and quality teaching in the college
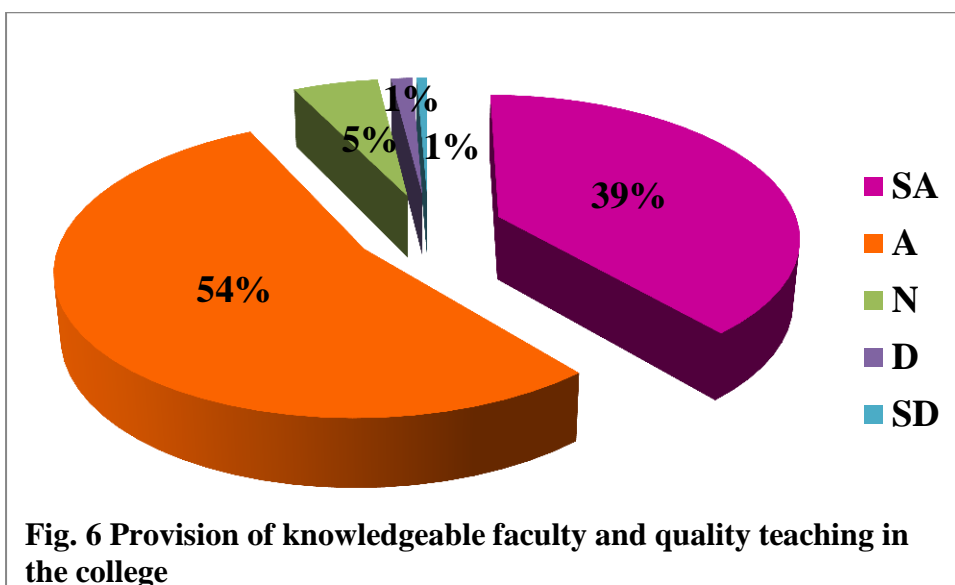
7. Is your child improving her knowledge base through interaction with the faculty of college?

SA	A	N	D	SD
101	180	16	4	1

Fig. 7 Improvement in your child's knowledge through interaction with the teachers
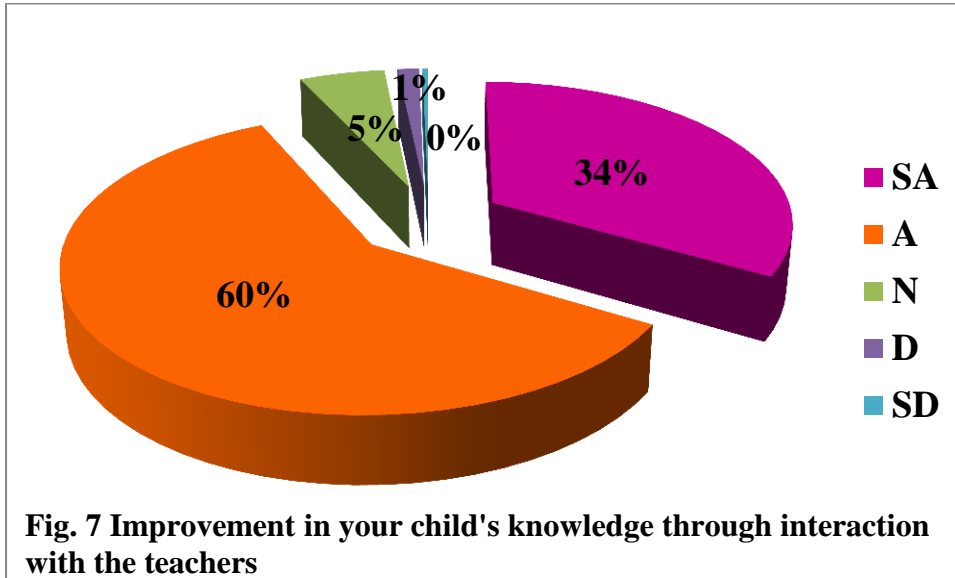
8. Are the fests, events and extracurricular activities arranged by college adequate?

SA	A	N	D	SD
104	166	24	6	2

Fig. 8 Adequate arrangemnt of fests, events and extracurricular activities by the college
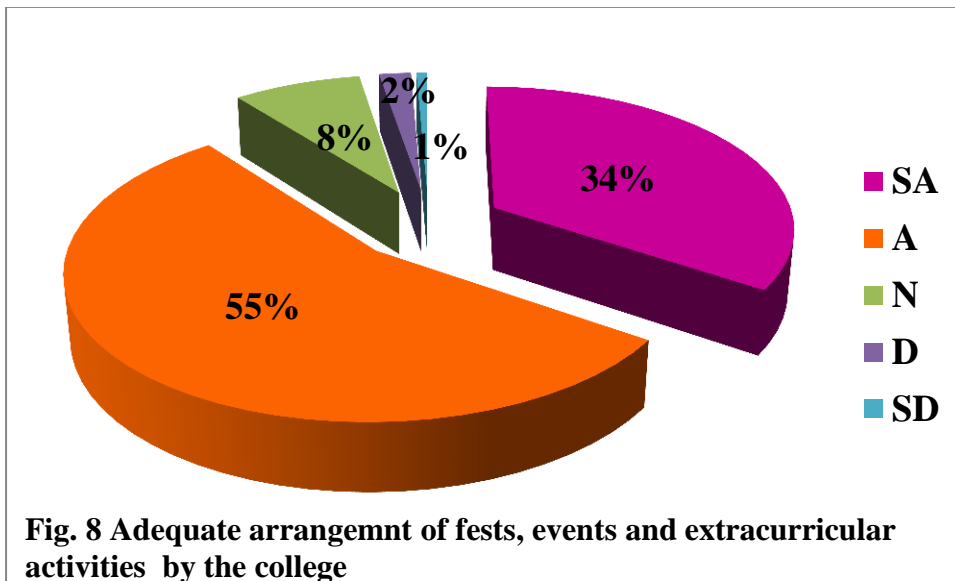
9. The training and placement opportunities, internship provided by the college is sufficient.

SA	A	N	D	SD
75	156	52	15	4
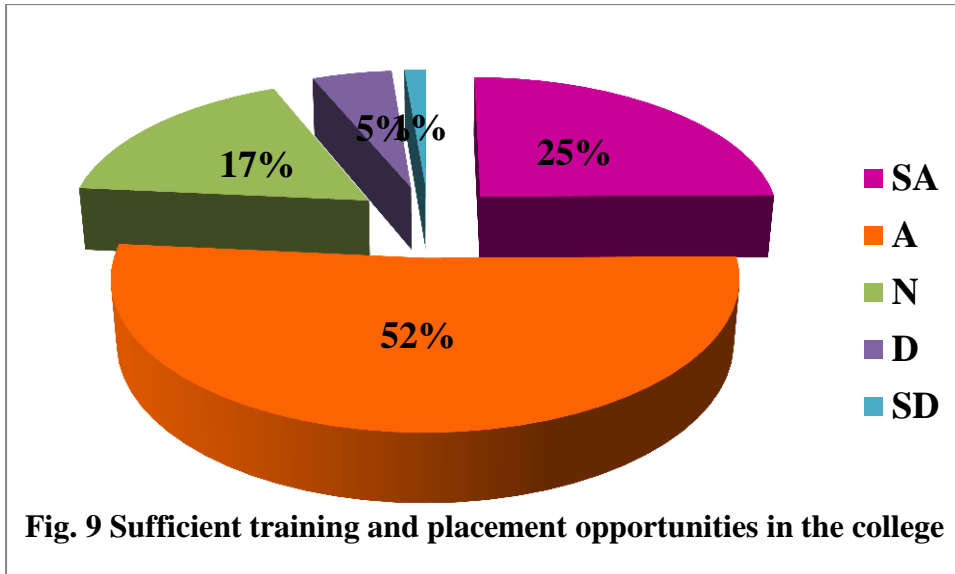
Fig. 9 Sufficient training and placement opportunities in the college

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

SA	A	N	D	SD
80	186	31	3	2

Fig. 10 Quality and relevance of courses to improve learning
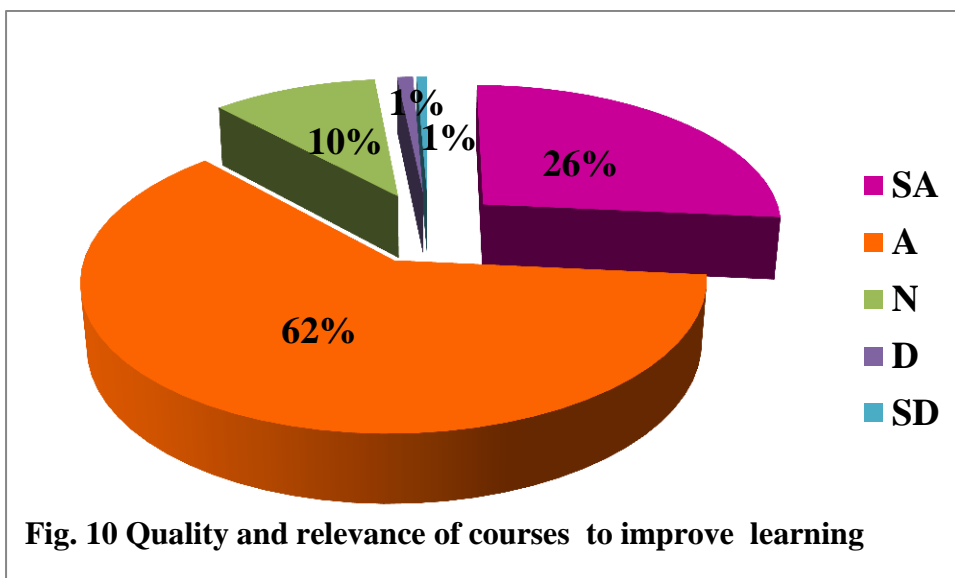
11. Are you satisfied with the syllabus and curriculum design of your child's course?

SA	A	N	D	SD
98	169	30	4	1

Fig. 11 Satisfaction level with syllabus and curriculum design of child's course
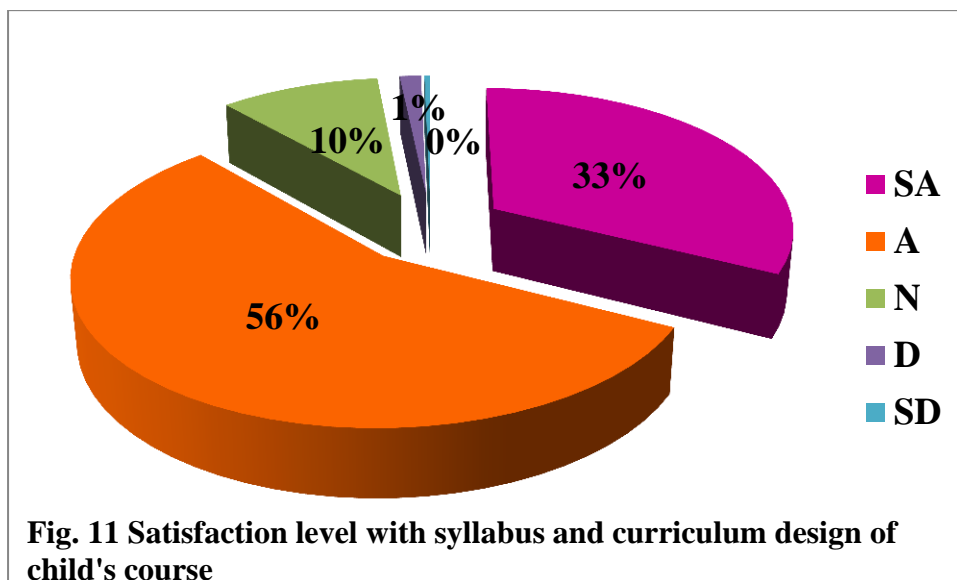
Feedback outcomes

1. Majority of the parents (87.9%) are happy with infrastructure availability in the institution. They have agreed that institute provides sufficient learning resources in terms of labs, library, smart class rooms etc. that are very helpful in overall development of child' behaviour. Hostel and sports facilities have also been appreciated by most of the parents. Only 1.87% parents have suggested for addition in infrastructure.

2. 81.9% parents have expressed their satisfaction about the report received on their child's performance in the college. They are also happy with placement efforts done by the institute. Very few (3.64%) have advised to improve the placement channel.

3. Majority (92.8%) of the parents have agreed that faculty recruited in the institutes highly knowledgeable and their wards are improving their skills through interaction with faculty. Minority (1.82%) have asked to recruit subject specific faculty in few streams.

4. 87.08% of the parents are happy with curriculum designing and its implementation. They are also satisfied with the content that their child is learning through various techniques. New additions according to changing technology in the curriculum have been asked by 1.65% of the parents.

5. Parents are very happy with extra-curricular activities being carried out in the institute. 90.06% of the parents feel that institute hold appropriate extra-curricular activities that help in overall growth of their ward. Also they are satisfied with all safety and security measures being taken in the institute. Only 2.15% of the parents have suggested few points for more safety measures in the institute.

Suggestions:

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

2. 3.64% parents have demanded to add more safety and security rules to increase their satisfaction level.

3. Few of the parents (1.65%) have suggested to do additions in curriculum according to new needs of society. For example some have asked to add more practical aspects in curriculum of computer science, management, and commerce etc. courses according to changing technology of market.

Alumni

Feedback

Analysis

Alumni Feedback Analysis

The feedback from alumni carries special significance for the college as the old students' enriched experience of the outside world make them better judges of the strengths as well as weaknesses of their alma mater. Given below is the feedback received from the 200 Alumni of the college:

Type of Feedback	Number of responses
Alumni	200

Areas Assessed:

7. Teaching and learning

8. Curriculum

9. Development in infrastructure

10. Interaction with college

Alumni Feedback Graphs

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

SA	A	N	D	SD
131	50	19	0	0

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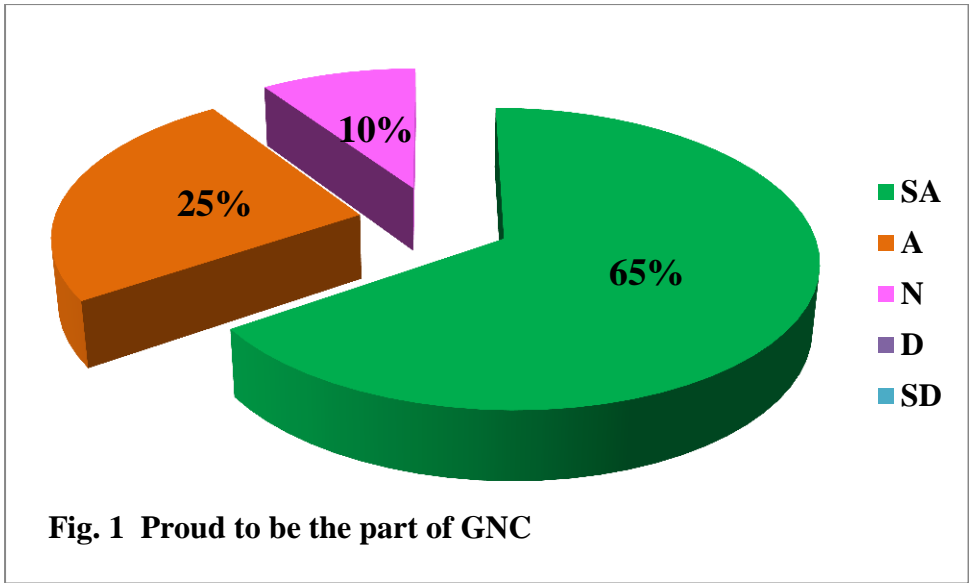
2. The learning I had in the college is useful in my career.

SA	A	N	D	SD
67	127	3	3	0

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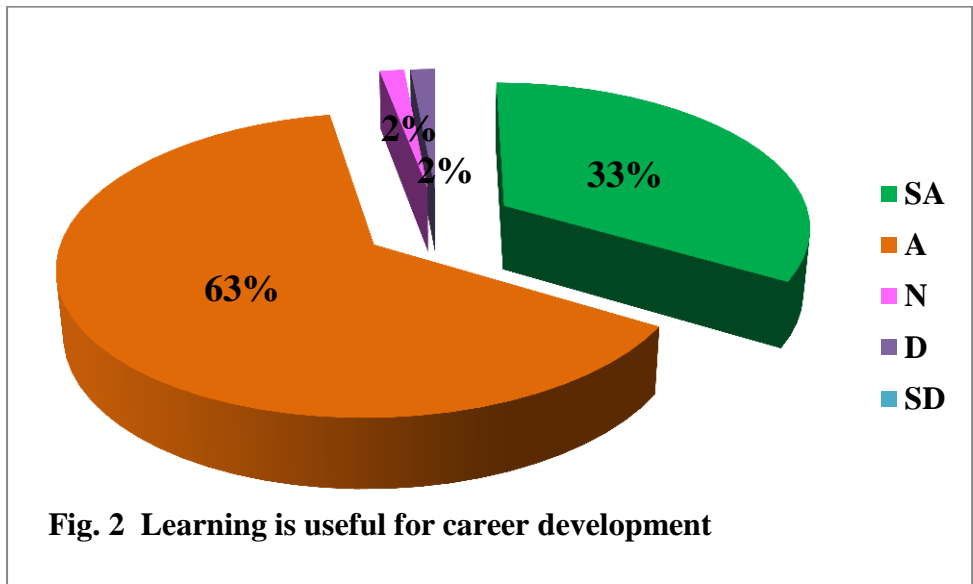
3. The developments in the college in recent years are appreciative.

SA	A	N	D	SD
92	66	41	1	0

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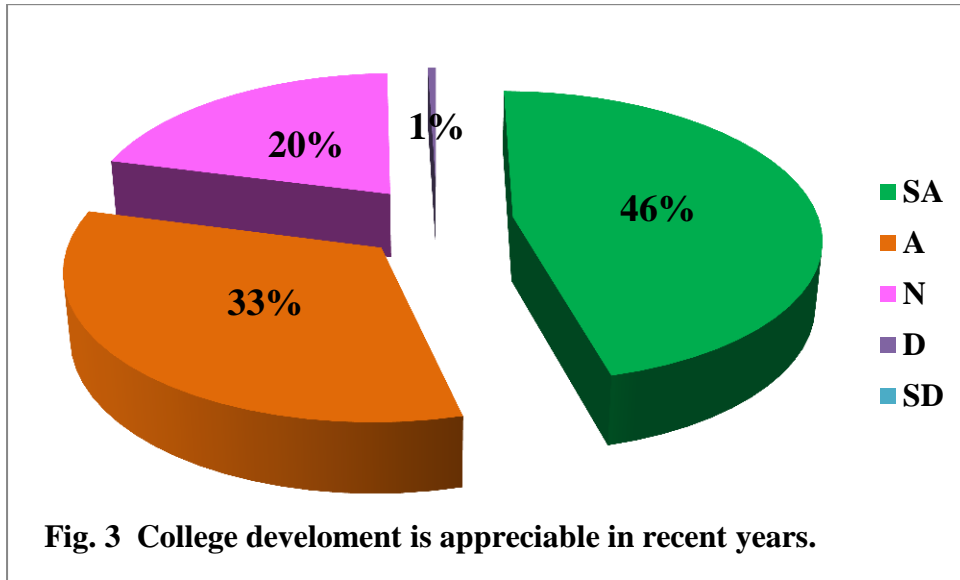
4. The new courses introduced meet contemporary requirements.

SA	A	N	D	SD
89	80	30	1	0

Fig. 4 New Courses has been introduced as per contemporary needs
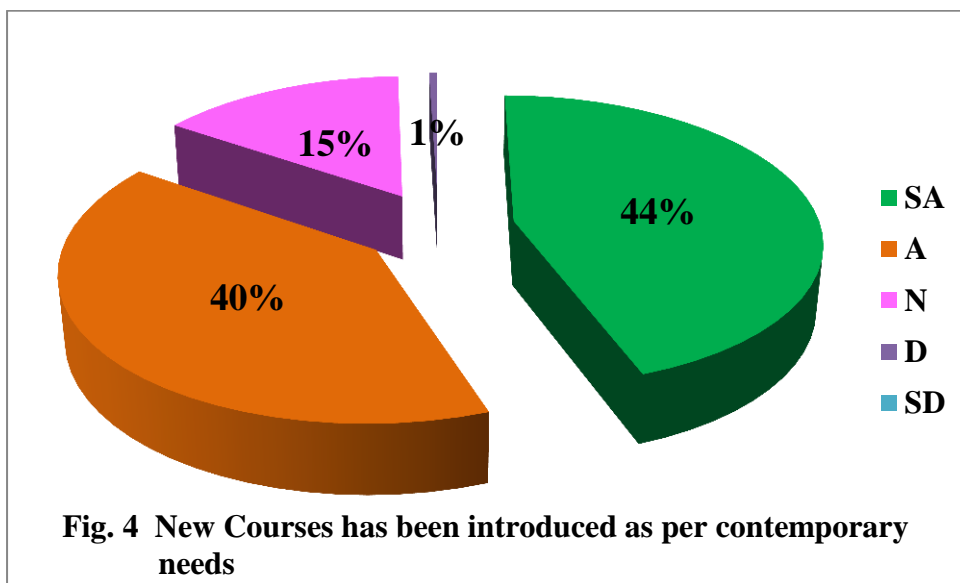
5. The infrastructure facilities are supporting the work environment

SA	A	N	D	SD
82	98	18	2	0

Fig. 5 Infrastructure facilities are adequate to support work culture
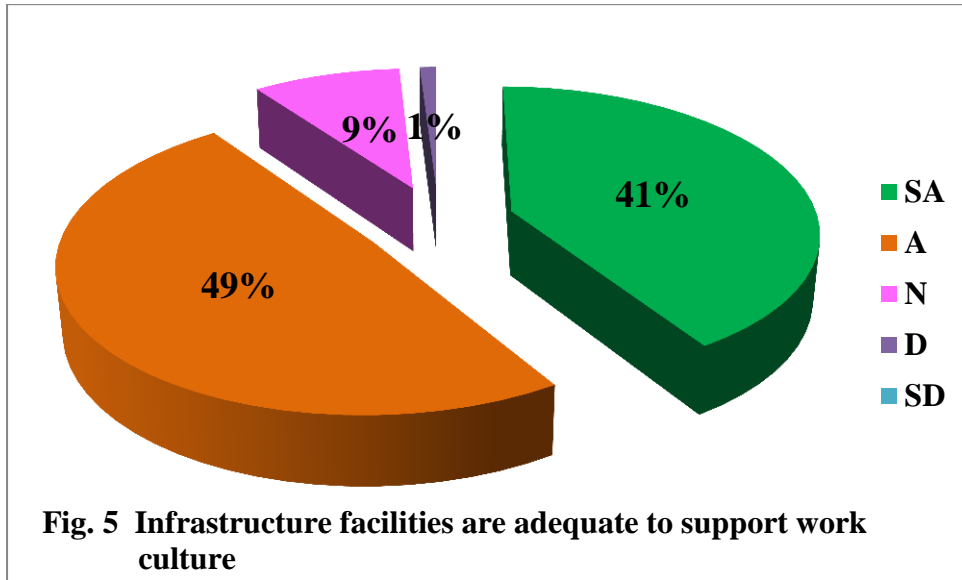
6. GNC is involving alumni in its activities.

SA	A	N	D	SD
78	70	45	5	2

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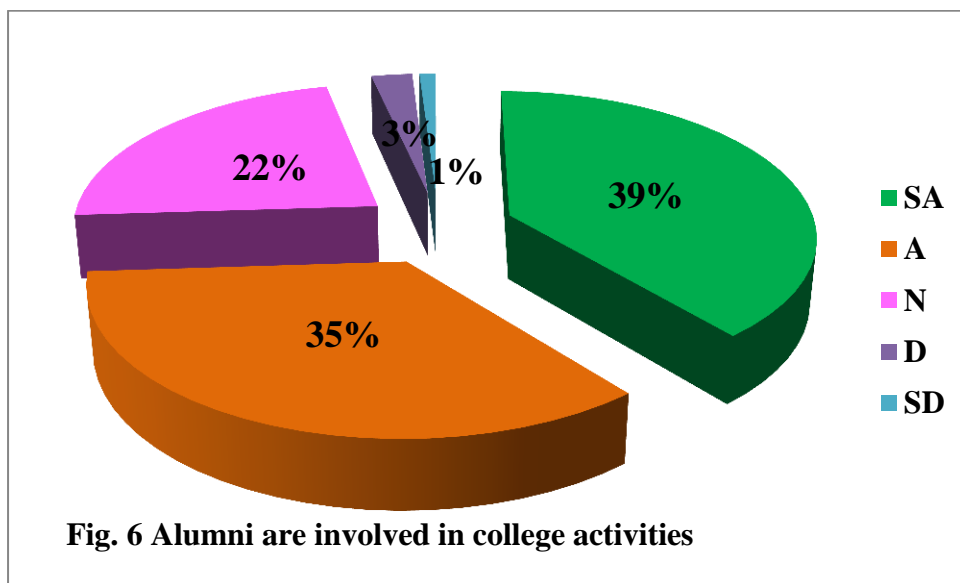
7. The alumni have a role to play in financially strengthening the college.

SA	A	N	D	SD
96	72	26	5	1

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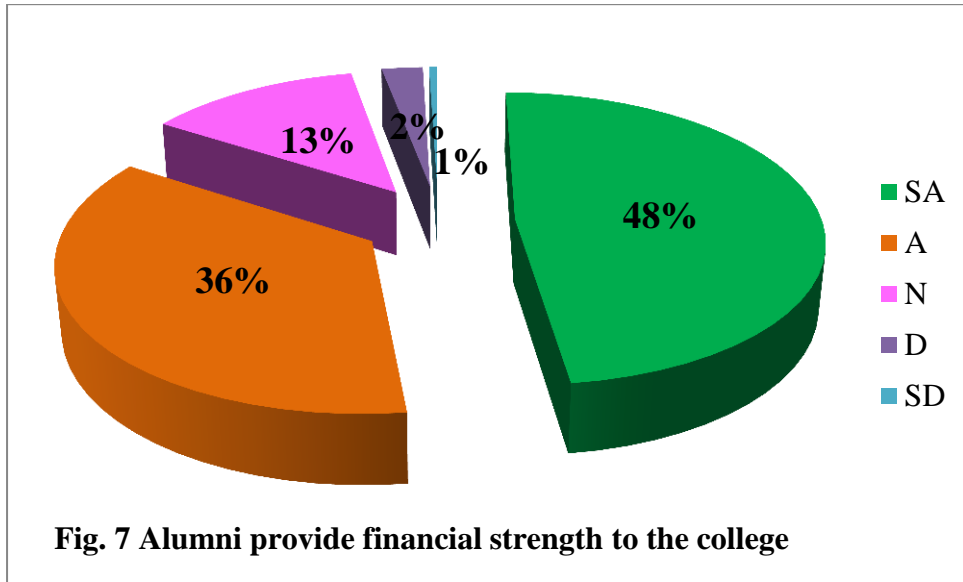
8. Regular updates are received from the college through calls/SMS/ face book.

SA	A	N	D	SD
88	97	11	4	0

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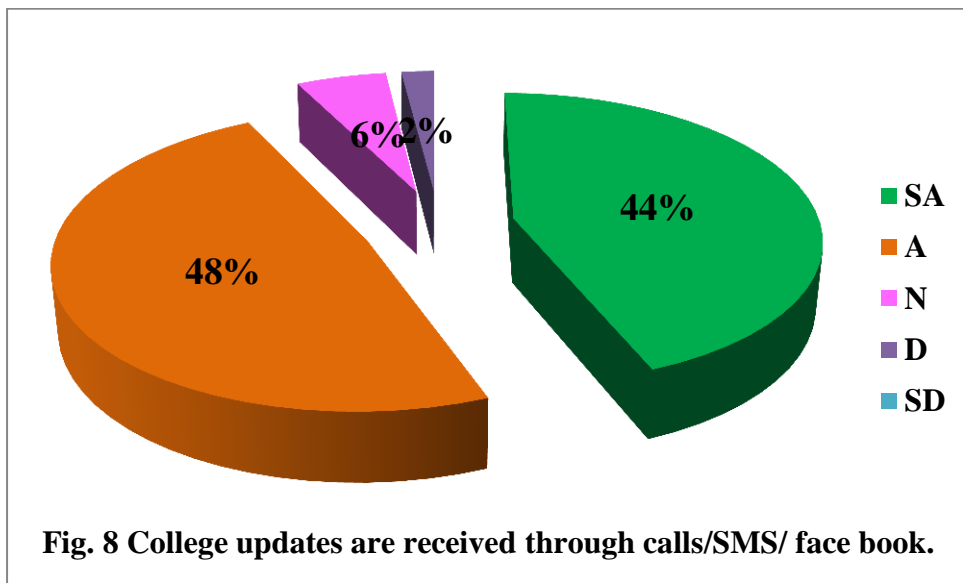
9. The Syllabus designed of the program which you have studied is satisfactory.

SA	A	N	D	SD
135	38	23	1	3
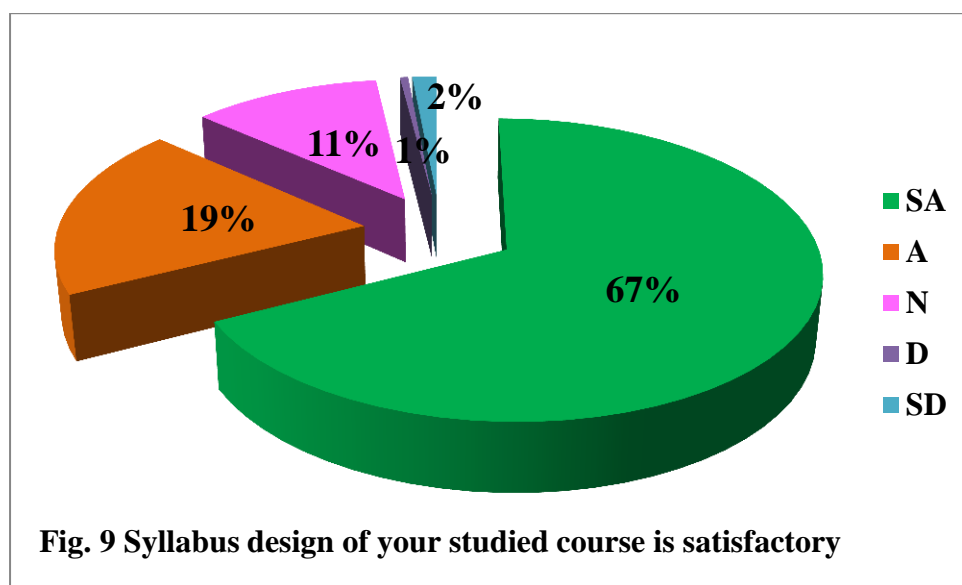
Fig. 9 Syllabus design of your studied course is satisfactory

Feedback Outcomes

1. Majority of alumni (97%) agreed that the teaching learning process adopted in the college was satisfactory. A few suggestions came up to include more ICT in teaching learning and in library.

2. Most of alumni found their curriculum helping them in excelling in their jobs. Many of the students set up their own business based on the knowledge they gained from their courses. Only a few (1.25%) suggested improvements in the curriculum to tackle the issues they faced during their jobs.

3. Majority of the alumni (90%) were happy with the infrastructural facilities provided in the college. However, a small fraction of respondents (1%) felt that there was a need to improve the same. Nearly 9% of the alumni were neutral on this point.

4. The college consistently keeps in touch with alumni through phone calls, emails, messages, social sites etc. in addition to involving them in various activities carried out in the campus. 92% of the respondents have agreed on this point.

Suggestions by the committee:

1. Although majority of the alumni have appreciated the teaching learning process, only a few have suggested to add more online resources both in library and teaching.

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

3. 1.5% of the alumni suggested to incorporate more student-friendly policies in 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 85 faculty members of the college:

Type of Feedback	Number of responses
Faculty	85

Areas Assessed:
11. Curriculum Design and Development
12. Teaching, Learning, Evaluation & Research
13. Infrastructure
14. Governance

Faculty Feedback Graphs

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

SA	A	N	D	SD
20	48	10	5	2
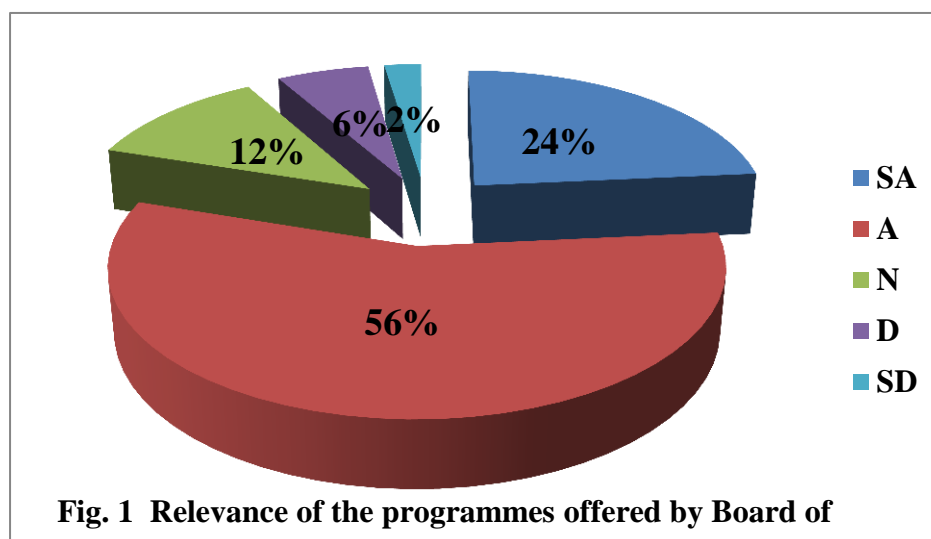
Fig. 1 Relevance of the programmes offered by Board of

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

SA	A	N	D	SD
24	34	19	7	1
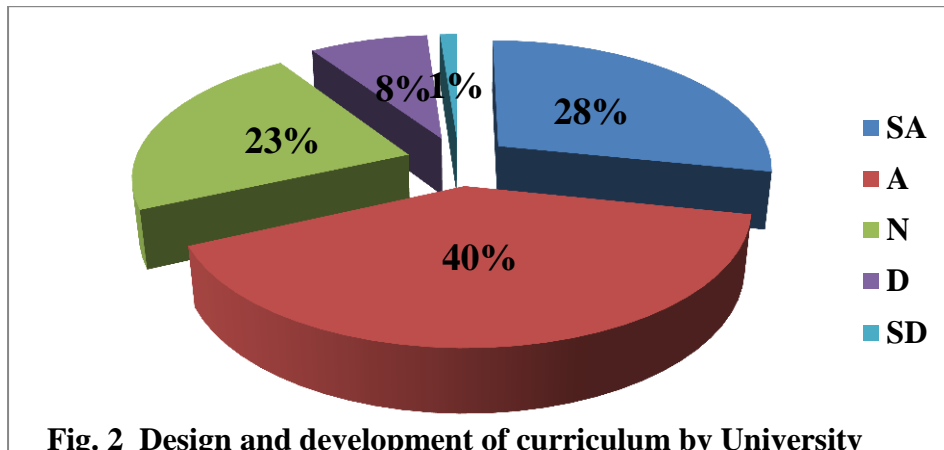
Fig. 2 Design and development of curriculum by University

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

SA	A	N	D	SD
18	38	12	16	1
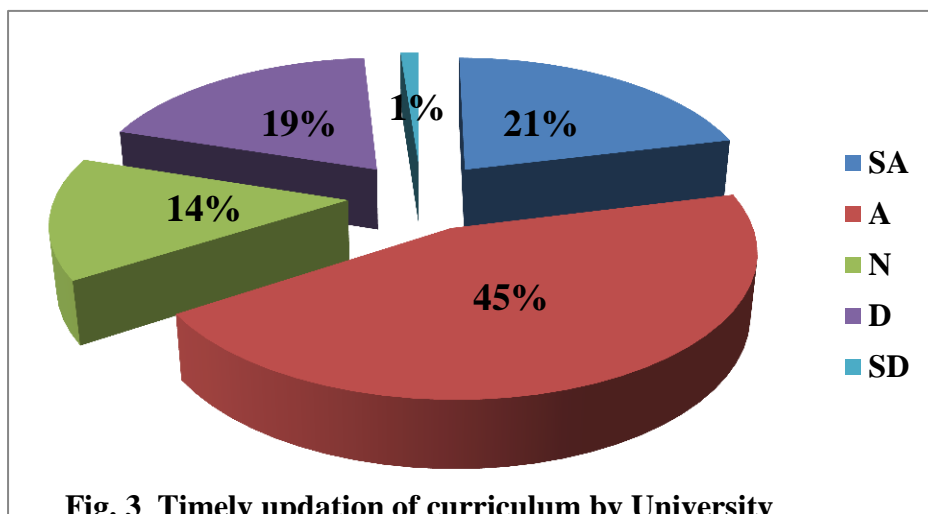
Fig. 3 Timely updation of curriculum by University

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

SA	A	N	D	SD
44	25	15	1	0

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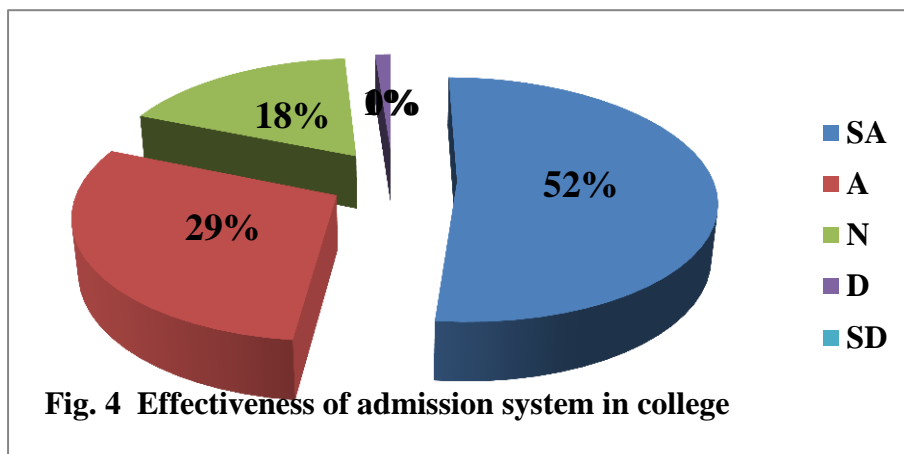
5. **Student centered learning resources are available in the Institution.**

SA	A	N	D	SD
28	39	16	2	0

Fig. 5 Availability of student-centered learning resources
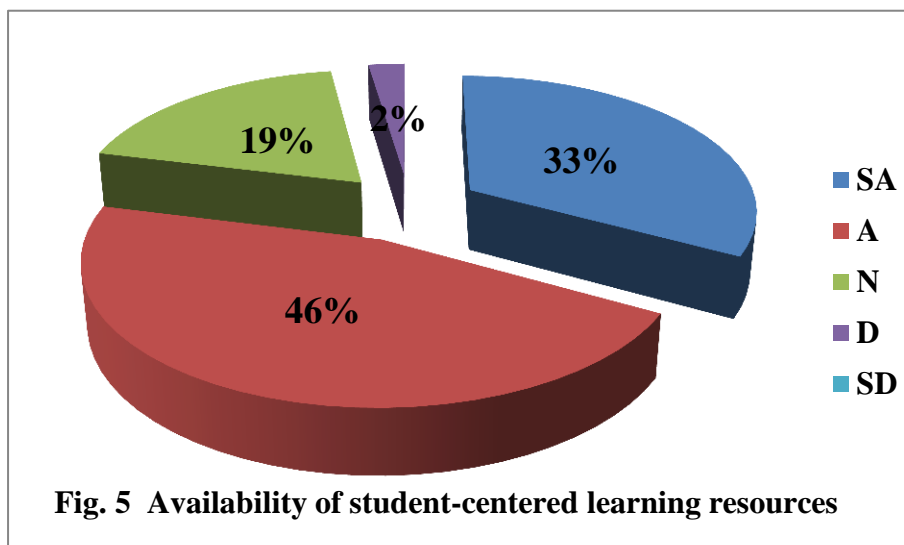
6. The faculty is updating their knowledge and skills.

SA	A	N	D	SD
41	32	12	0	0
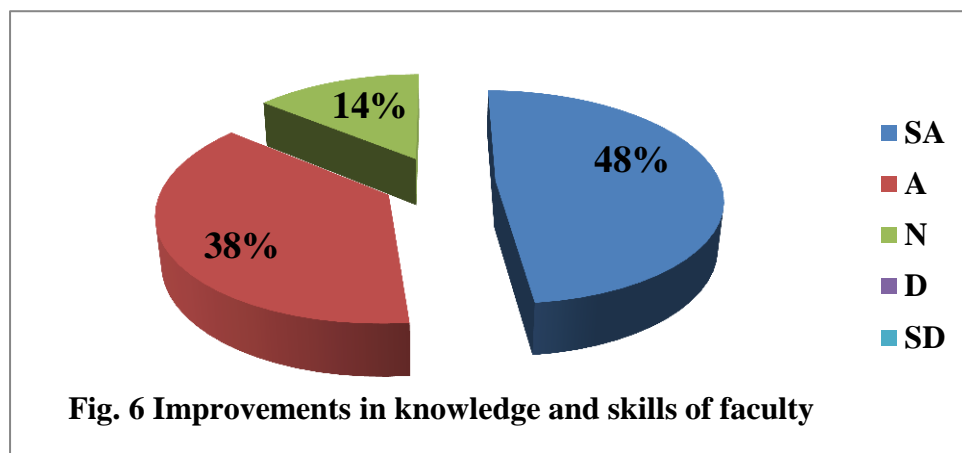
Fig. 6 Improvements in knowledge and skills of faculty

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

SA	A	N	D	SD
29	42	13	1	0
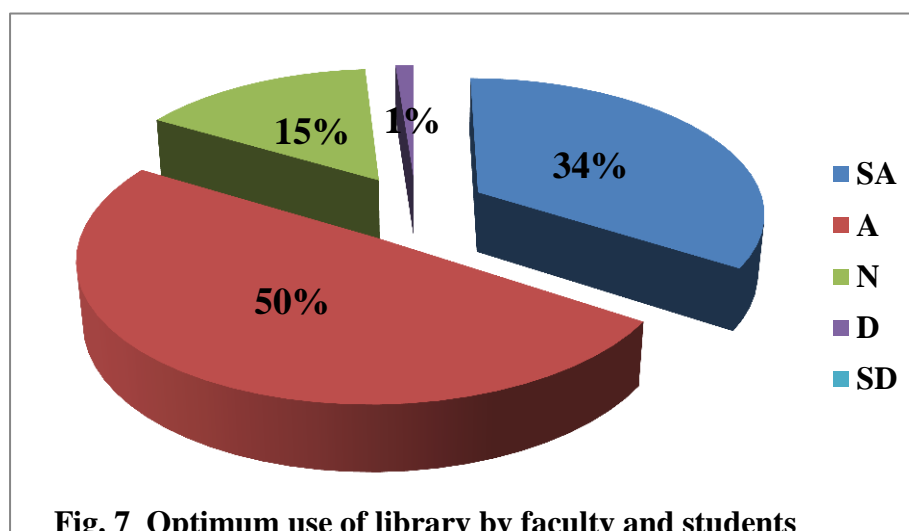
Fig. 7 Optimum use of library by faculty and students

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

SA	A	N	D	SD
25	28	28	3	1

Fig. 8 Adequecy of teaching aids and ICT tools in the departments
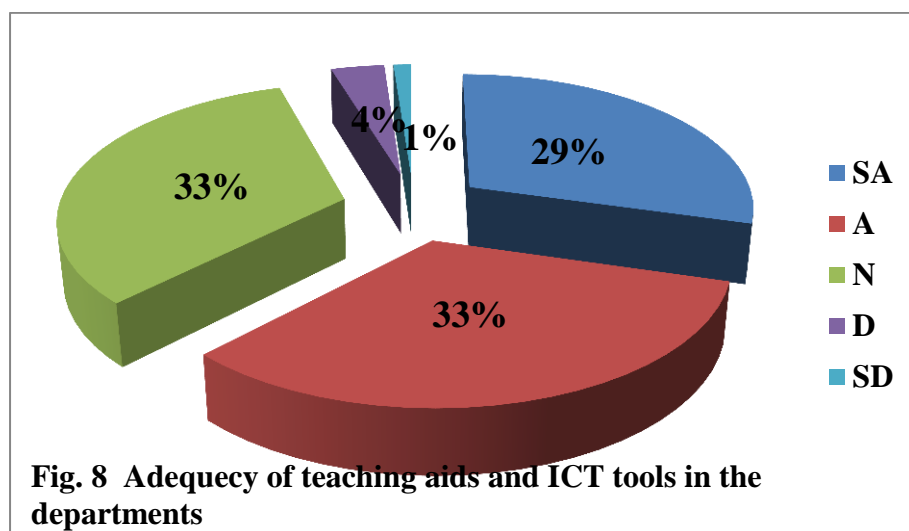
9. The teachers are encouraged to organize and participate in seminars/workshops/ symposia/ conferences.

SA	A	N	D	SD
44	36	5	0	0

Fig. 9 Encouragement of teachers to participate in conference etc.
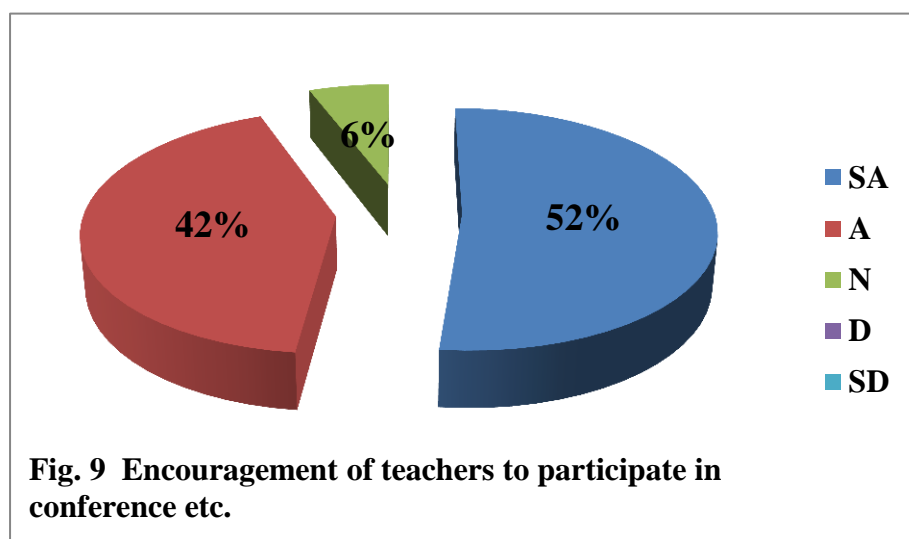
10. The teachers are encouraged to carry out research and to undertake extension service programmes.

SA	A	N	D	SD
28	47	8	2	0

Fig. 10 Motivation of teachers by Institution to carry out research and extension activities
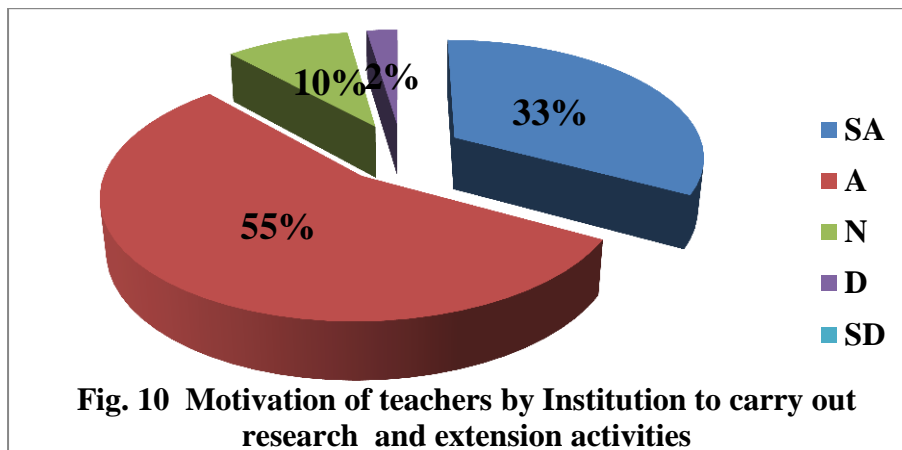
11. The teachers are encouraged to establish linkages with Industries.

SA	A	N	D	SD
27	44	8	5	1

Fig. 11 Encouragement of teachers to establish Industrial linkages
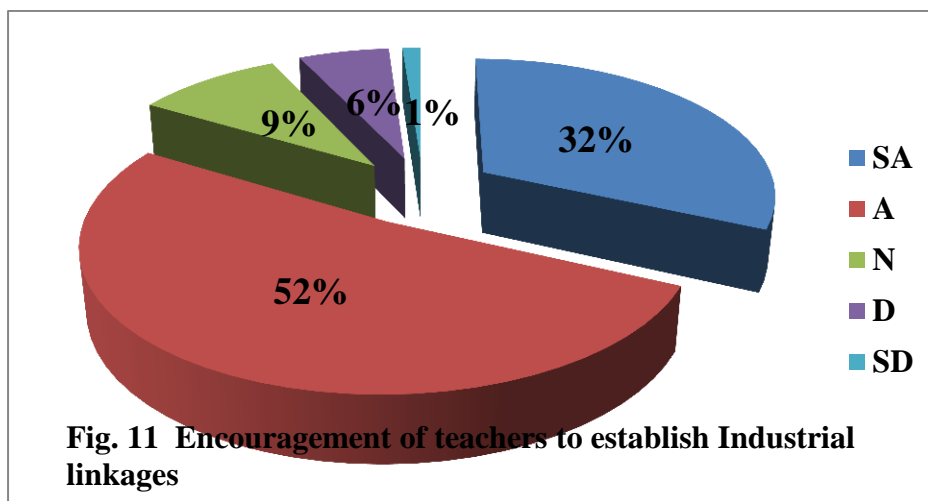
12. The examination system and evaluation system followed by the Institution is effective.

SA	A	N	D	SD
41	34	9	1	0

Fig. 12 Efficiency of Examination and Evaluation systems in the college
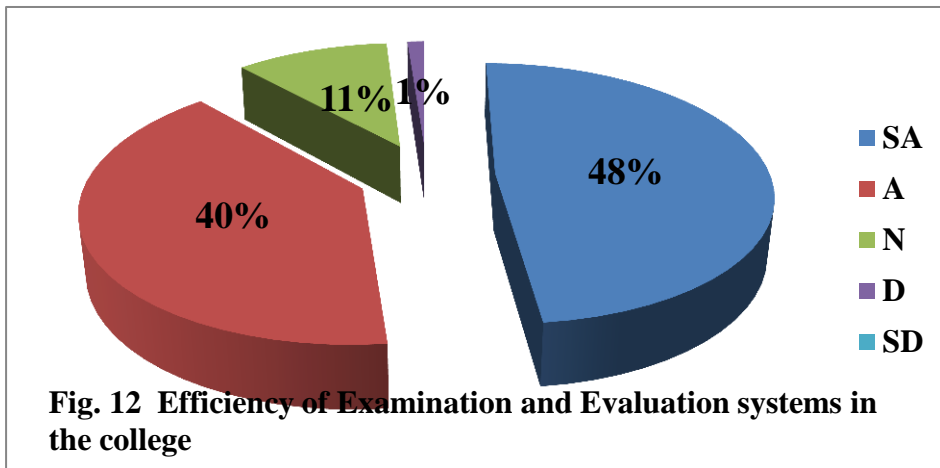
13. The class rooms, furniture and toilets available for faculty and students are adequate.

SA	A	N	D	SD
43	22	19	1	0

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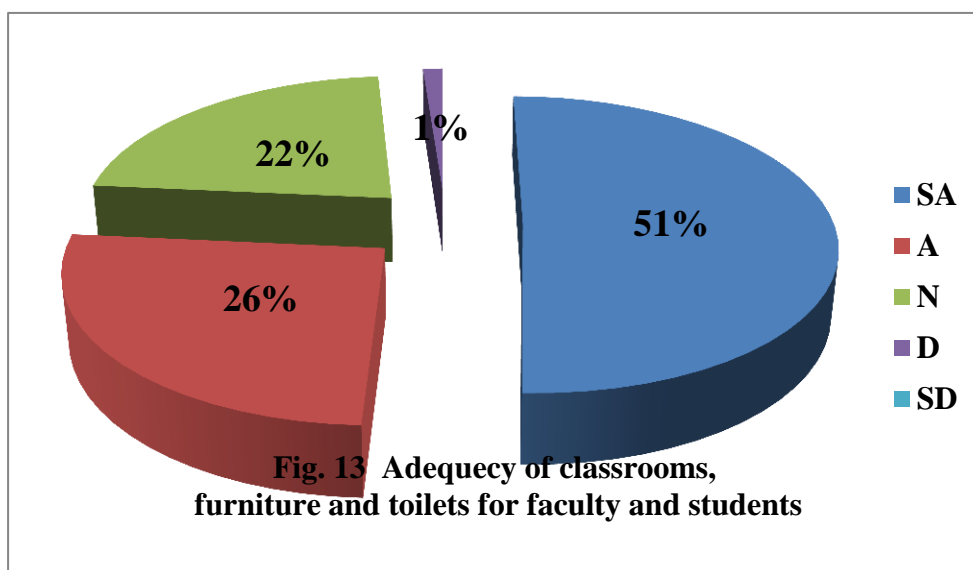
14. The buildings and furniture are well maintained.

SA	A	N	D	SD
46	35	4	0	0
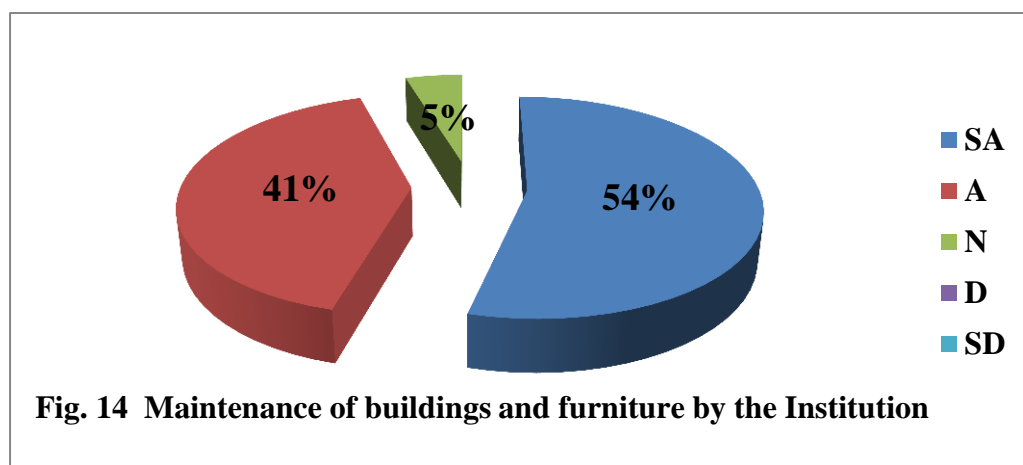
Fig. 14 Maintenance of buildings and furniture by the Institution

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

SA	A	N	D	SD
25	45	12	3	0
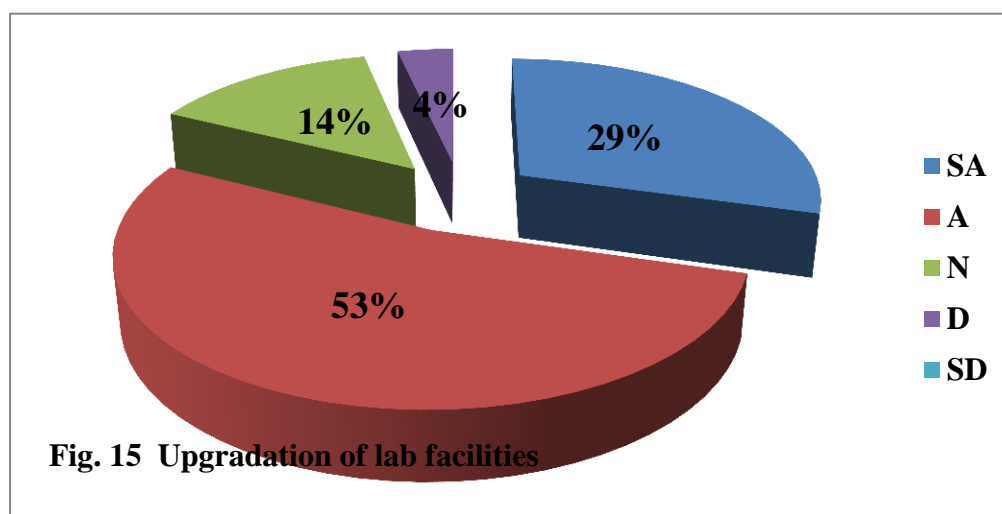
Fig. 15 Upgradation of lab facilities

16. Parking facilities are available adequately.

SA	A	N	D	SD
42	36	7	0	0
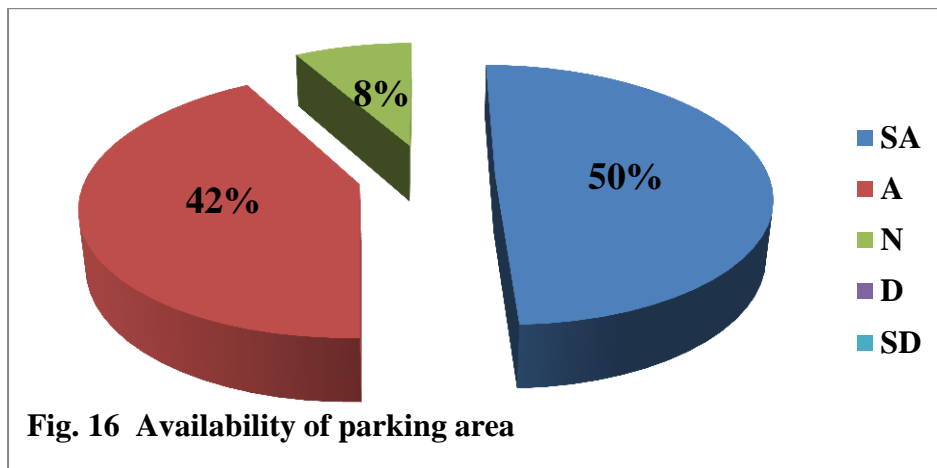
Fig. 16 Availability of parking area

17. Cafetaria and drinking water facilities are adequately provided.

SA	A	N	D	SD
32	31	17	5	0
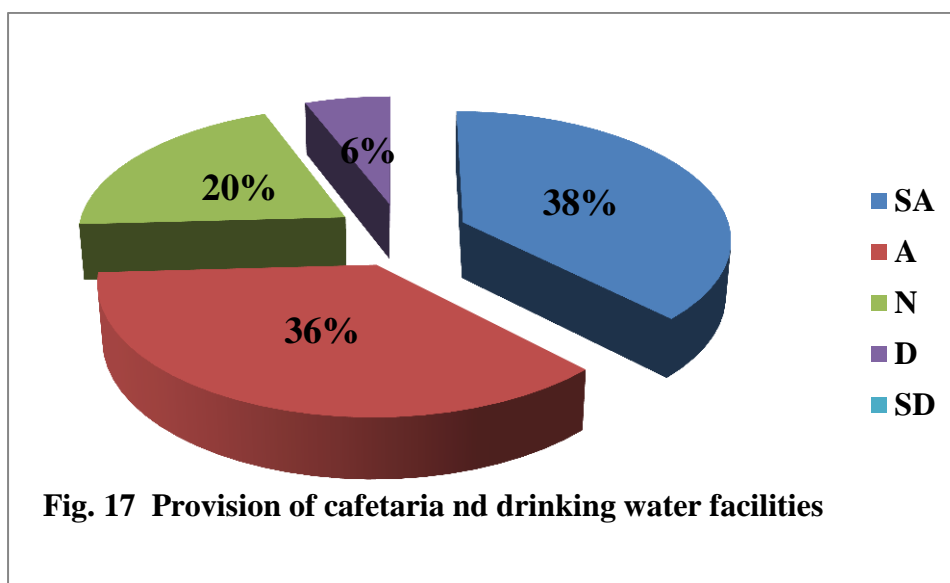
Fig. 17 Provision of cafetaria nd drinking water facilities

18. Sports infrastructure is adequate.

SA	A	N	D	SD
39	38	8	0	0

Fig. 18 Support infrastructure provided
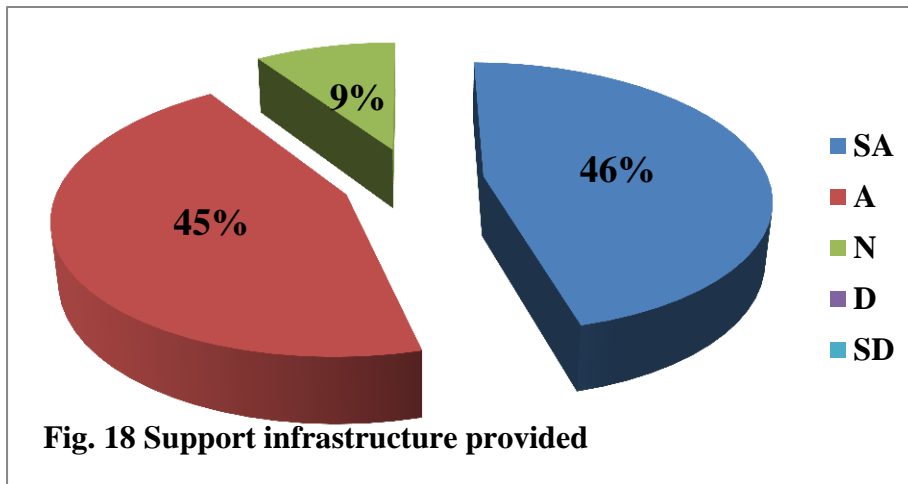
19**. The administration is sincerely putting efforts for the development of the institution and is easily accessible.**

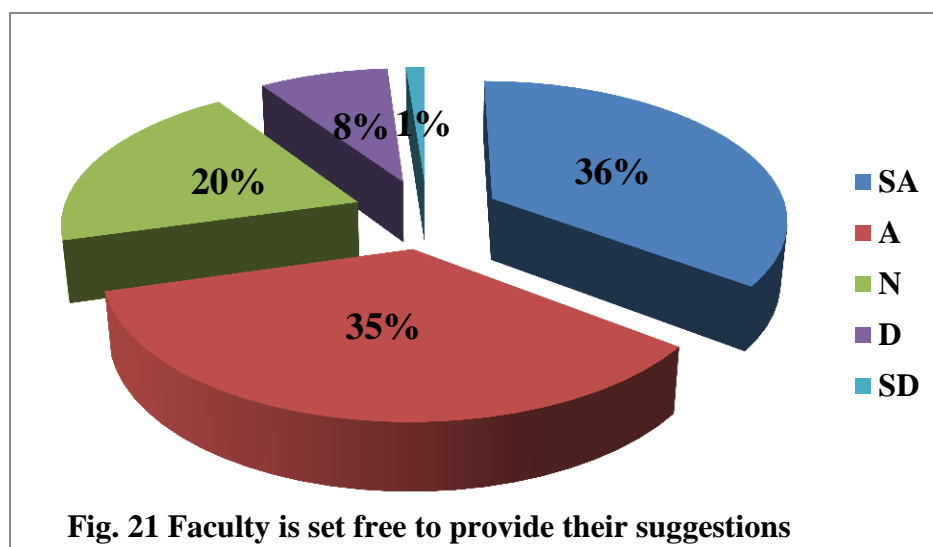| SA	A	N	D	SD
37	46	1	1	0

Fig. 19 Role of administration in the development of Institution
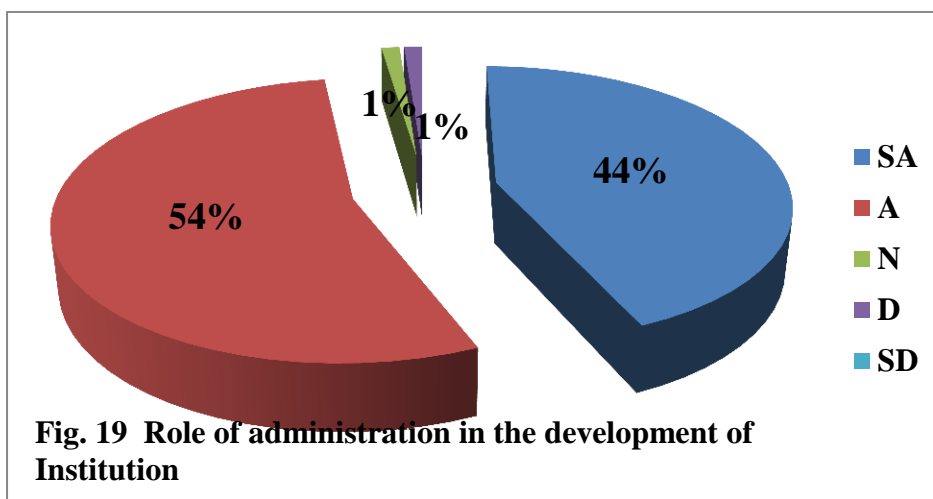
20. The quality initiatives taken up during the last academic year are contributing for improvement.

SA	A	N	D	SD
32	52	1	0	0

Fig. 20 Contribution of administration for improvements due to quality intiatives taken during last academic year
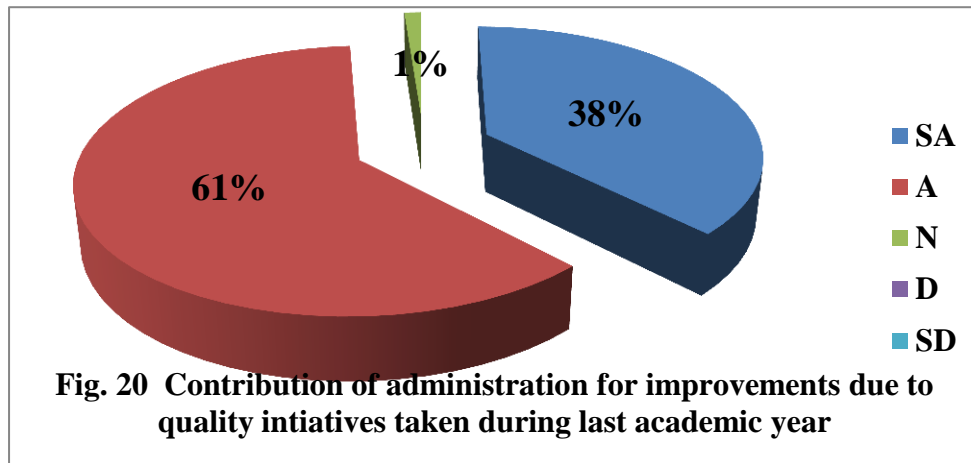
21. The faculty is given freedom to express their opinions.

SA	A	N	D	SD
30	30	17	7	1

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
35	43	6	1	0

Fig. 22 Efficient working of IQAC to promote quality in the Institution
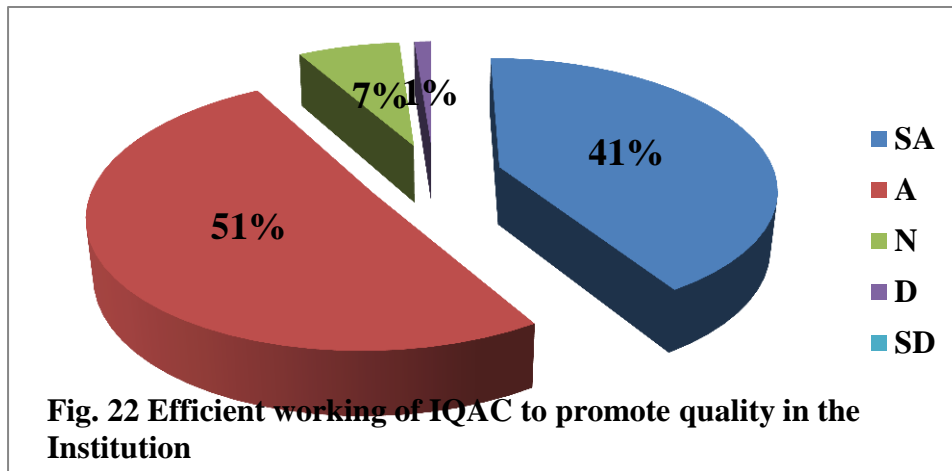
23. The Institution is providing adequate opportunities and support to the faculty and their family members.

SA	A	N	D	SD
31	38	11	5	0

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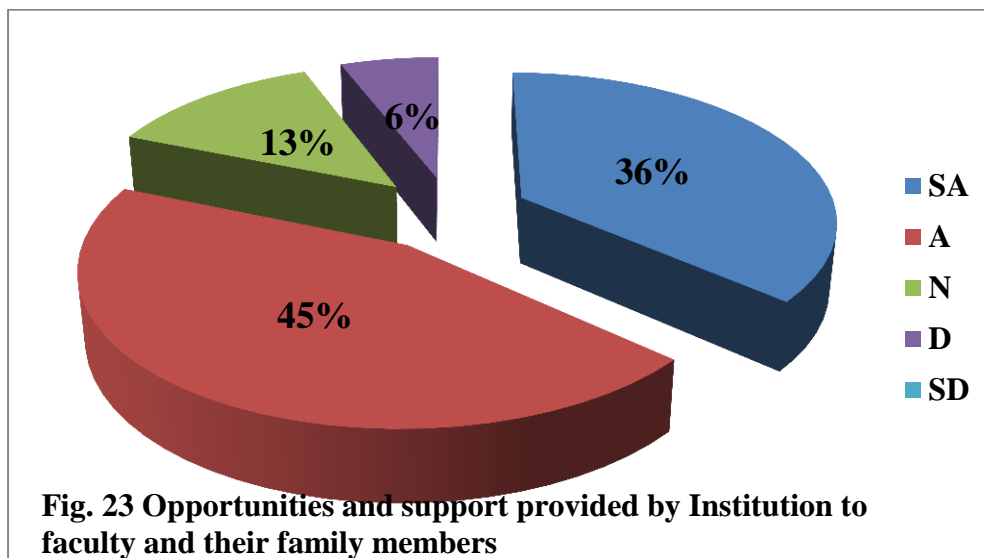
Feedback outcomes

1. Majority of faculty (71.37%) agreed that the courses offered are relevant and suggestions are given time to time regarding the introduction of new courses according to the changing needs of the time. Following the recommendations of the teachers, the college introduced three degree programmes in B.Voc. and 2 community college diploma programmes under the sponsorship of UGC in the session 2019-20.

2. 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. Following one such input by a teacher from Department of English, the syllabus of BA Sem. 1 & 2 Functional English, for the session 2019-20 was reframed by the university.

3. The analysis of the teachers' feedback reflects the adequacy and availability of teaching-learning facilities. A big ratio of faculty (82.87%) is happy with facilities provided in the institution for teaching, learning, evaluation and research whereas only 2.22% faculty members demanded a little improvement in the same.

4. As 62% teachers showed their satisfaction with the ICT facilities in the campus, the college is in the direction of improving the same.

5. Majority of faculty (98%) is satisfied with the governance in the college.

Suggestion:

1. It has been demanded by some of the faculty members that the university should involve the affiliated college faculty also in the designing of the syllabus so that the needs of rural students may also be addressed.

2. 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.

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 36 members from the support staff of the college:

Type of Feedback	Number of responses
Supporting staff	36
Areas Assessed:	

  15. Promotion and work allotment

  16. Understanding of roles and responsibilities

  17. Administration support

  18. Infrastructural facilities

Supporting staff feedback graphs

  1. The work allotment is fair.

SA	A	N	D	SD
18	9	3	3	3

Fig. 1 Fair Work allotment
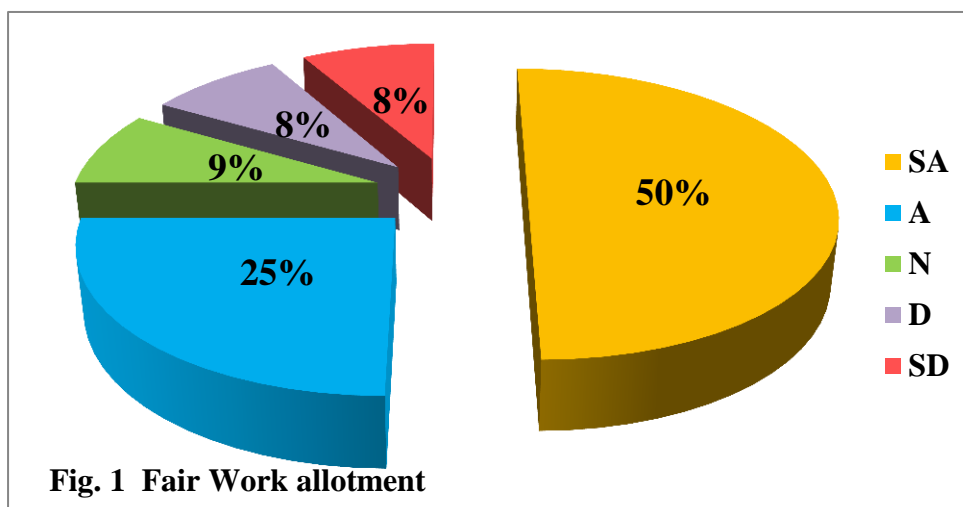
2. The placement of the employees is as per the job requirements

SA	A	N	D	SD
18	12	2	3	1

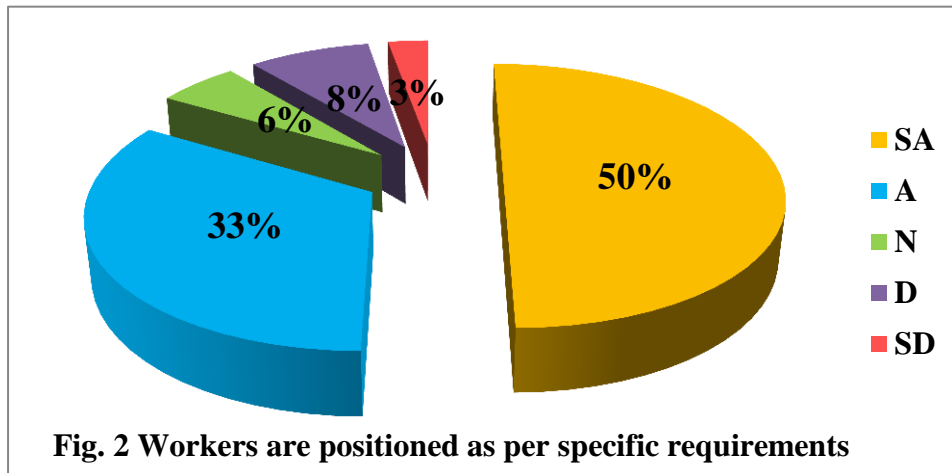**Fig. 2 Workers are positioned as per specific requirements**

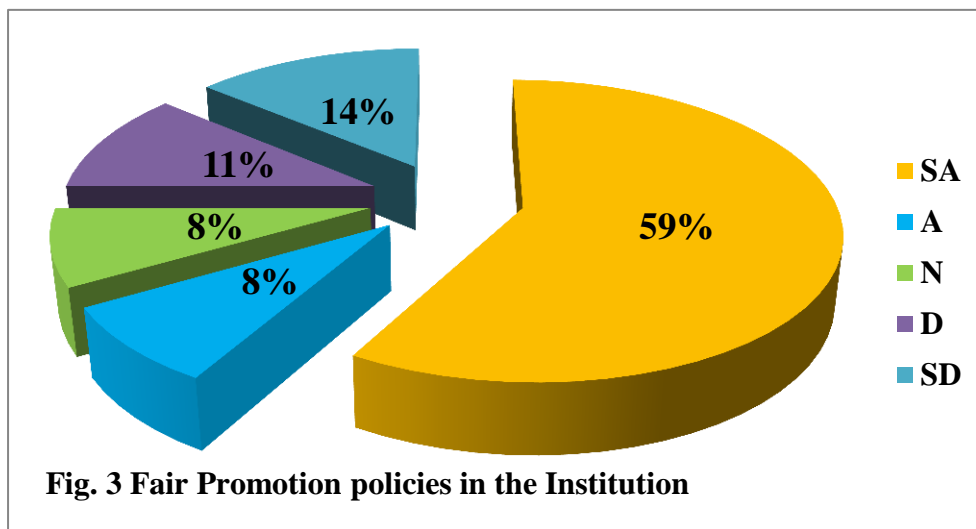**3.** The promotion policies of the college are encouraging

SA	A	N	D	SD
21	3	3	4	5

Fig. 3 Fair Promotion policies in the Institution

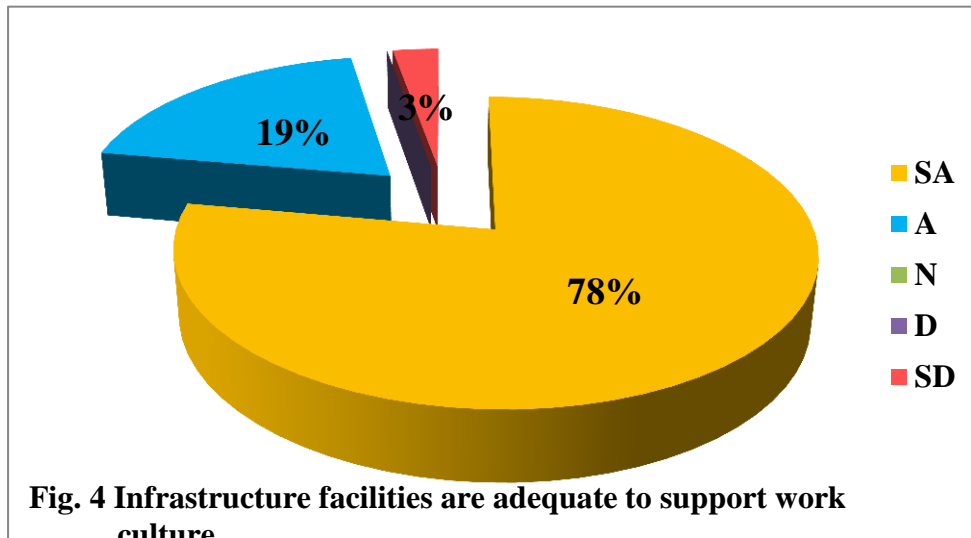4. The infrastructure facilities are supporting the work environment

SA	A	N	D	SD
28	7	0	0	1

Fig. 4 Infrastructure facilities are adequate to support work culture

5. The employees are having clear understanding of their roles and responsibilities.
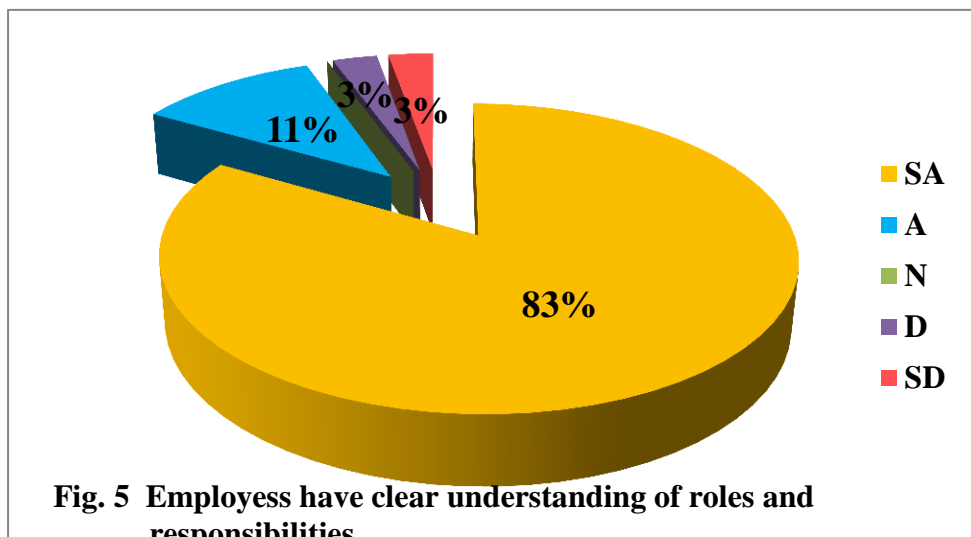
SA	A	N	D	SD
30	4	0	1	1

Fig. 5 Employess have clear understanding of roles and responsibilities

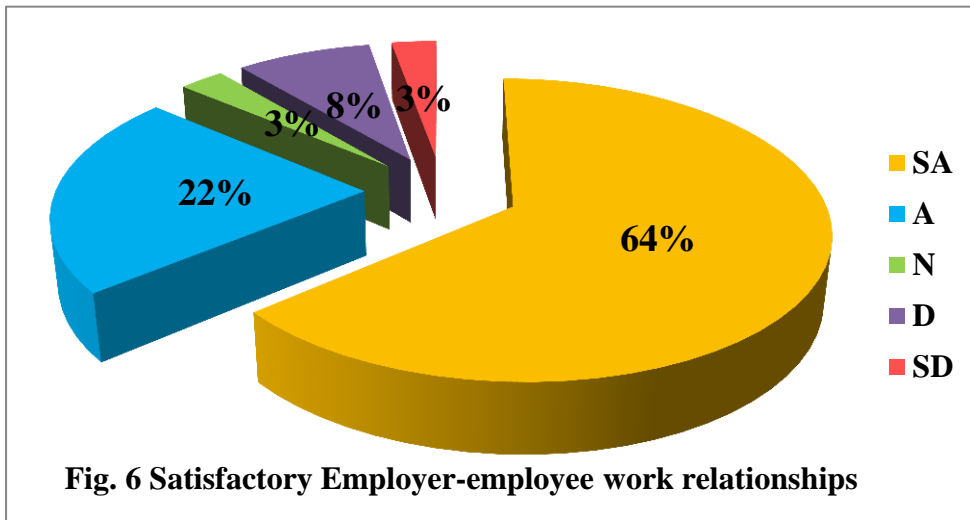**6.** The employer-employee relationships are fine.

SA	A	N	D	SD
23	8	1	3	1

Fig. 6 Satisfactory Employer-employee work relationships

7. Support from administrative staff

SA	A	N	D	SD
22	8	1	4	1
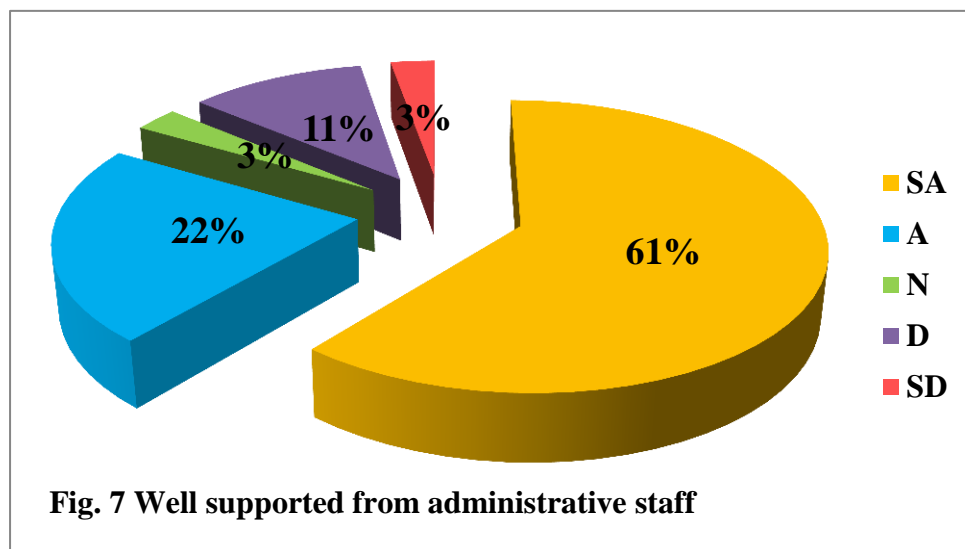
Fig. 7 Well supported from administrative staff

8. The employee's problems are settled fairly

SA	A	N	D	SD
22	6	2	5	1
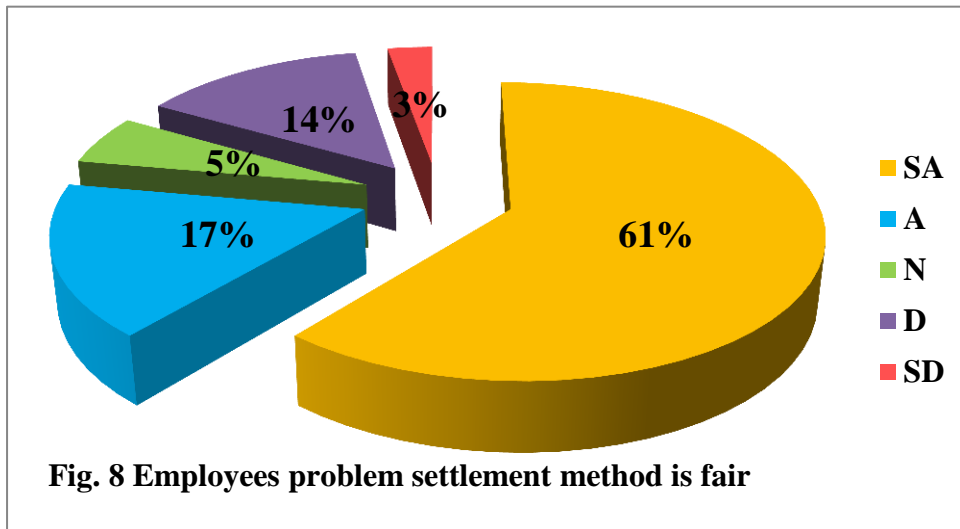
Fig. 8 Employees problem settlement method is fair

9. Work environment is friendly.

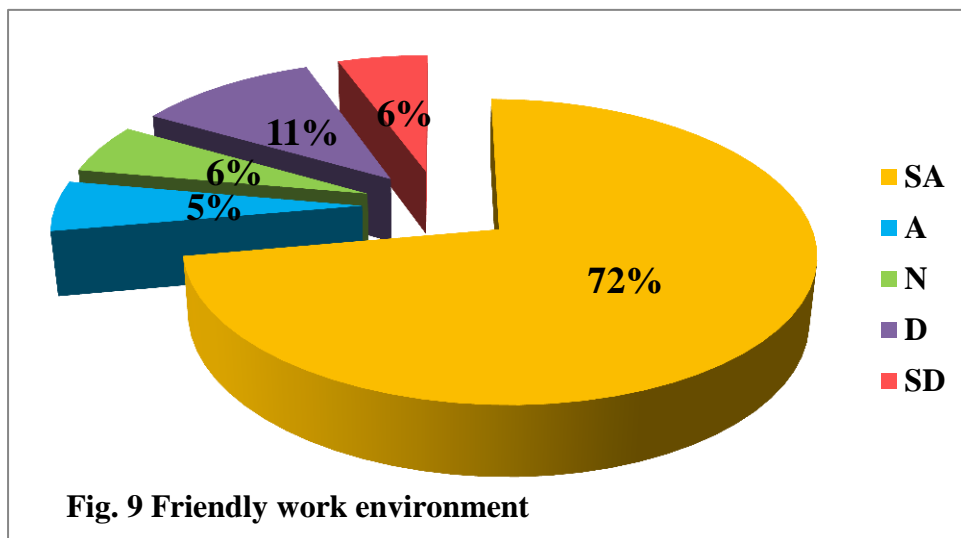| SA	A	N	D	SD
26	2	2	4	2

Fig. 9 Friendly work environment

Feedback outcomes:

1. 75% of the support staff members have agreed on the fair work allotment, only a few (16%) have demanded to look into the policy of promoting staff members and their work allotment.
2. No one can work efficiently without understanding one's role and responsibility and a large number of employs (94%) have expressed that they understand their job roles and responsibilities clearly. Only the new entrants (6%) have expressed their confusion about their nature of work.
3. Administrative support is appreciated by a large number of members of the support staff. However, 13.8% have suggested to improve the process of problem discussion and solution.
4. 97.2% of the support staff is satisfied with the infrastructural facilities.

Suggestions:

1. The policies of promotion and work allotment may be revised to increase the satisfaction level of the support staff.
2. The process of problem discussion and solving may be made more easy and speedy.

Recommendations by Committee

Regarding Student Feedback

➢ Majority of students are happy with the available range of courses. However, some of them have suggested to include a course on cosmetology.

➢ The students have limited internet access in the college campus. They have demanded free and open Wi-Fi facility in the campus.

➢ A few suggestions have come regarding improving the Grievance Redressal mechanism in the campus.

Regarding Parent Feedback

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

➢ Some of the parents have demanded to add more safety and security rules to increase their satisfaction level.

➢ Few of the parents suggested to do additions in curriculum according to new needs of society. For example some have asked to add more practical aspects in curriculum of computer science, management, and commerce etc. courses according to changing technology of market.

Regarding Alumni Feedback

➢ Although majority of the alumni have appreciated the teaching learning process, only a few have suggested to add more online resources both in library and teaching.

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

Regarding Faculty Feedback

➢ It has been demanded by some of the faculty members that the university should involve the affiliated college faculty also in the designing of the syllabus so that the needs of rural students may also be addressed.

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

Regarding Supporting Staff Feedback

➢ The policies of promotion and work allotment may be revised to increase the satisfaction level of the support staff.

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

Student Satisfaction Survey Committee:

Ms. Monika Garg (Incharge)

Assistant Prof. in Business Administration

Ms. Rupinderpal Kaur

Assistant Prof. in Computer Science

Dr. Harpreet Kaur

Assistant Prof. in Botany

Dr. Sandeep Kaur

Assistant Prof. in English

Ms. Roohi

Assistant Prof. in Fashion Designing

Ms. Pooja

Assistant Prof. in Computer Science

Ms. Richa

 Assistant Prof. in Commerce