

Feedback Analysis Report

(2019-20)

Every year, the College collects feedback from various stakeholders to measure the impact of all the efforts taken by the institution and to improve quality in all the aspects. The College maintains an Institution Level Feedback Report. Feedback on curriculum and infrastructure is collected in a specific format from students, alumni, faculty and parents .

The results are formulated by statistically quantifying the received feedback forms.

Data collected is consolidated and a report is prepared. Data entered in the feedback forms are then analysed and suggestions/feedback given by the stakeholders is given due attention.

Analysis of Feedback Collected on specific Performa from :

1) Students-

◆ Courses, Syllabi, Subject Evaluation and Teacher

◆ Infrastructure and Administration

2) Teachers

3) Alumni

4) Parents

1. Student Feedback-

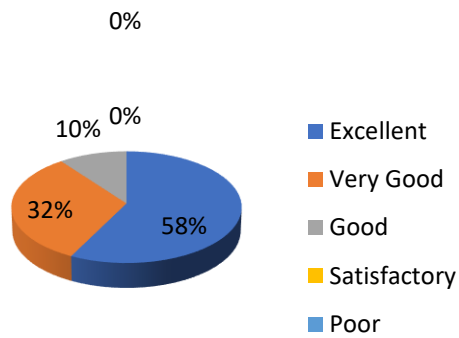
I .Courses, Syllabi and Subject Evaluation and Teacher

Student feedback helps to evaluate and improve teaching effectiveness. It allows the students to become more engaged and involved in the College. All the students expressed their satisfaction with the course organisation, syllabus coverage, and evaluation process. Majority of them agreed that there is thrust on application of concepts learnt, content is covered from zero to advanced level, and sufficient study material is available. The analysis further revealed that most of the students think that the faculty communicates effectively, comes well prepared to the class, encourages participation and discussion in the class, uses teaching aids, and their attitude towards students is helpful and friendly. Few of them feel that practice through assignments need to be encouraged.

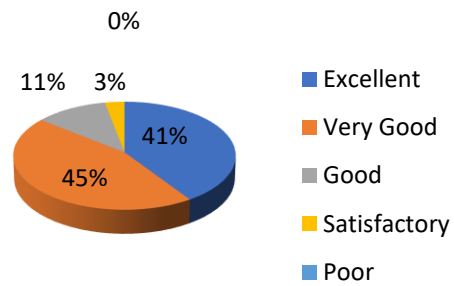
S No	Criteria	Values in Percentage				
		Excellent	Very Good	Good	Satisfactory	Poor
1	Course Organisation	57.5	32.3	10.2	0.0	0.0
2	Syllabus Coverage	40.6	45.1	11.3	3.0	0.0
3	Stress on concept building	41.1	39.5	14.7	3.9	0.8
4	Thrust on application of concepts learnt	37.8	40.2	17.3	3.9	0.8
5	Content coverage- from zero level to advanced	43.4	35.7	16.3	3.9	0.8
6	Availability of relevant study material	34.7	36.4	15.7	12.4	0.8
7	Practice through assignments	37.2	29.8	18.2	12.4	2.5

8	Evaluation via tests and viva-voce	36.3	35.5	16.9	11.3	0.0
9	Concept clarity and skills developed	38.5	36.9	17.7	5.4	1.5
10	Overall rating of the course	45.7	36.2	11.0	7.1	0.0
11	The teacher completes the entire syllabus in time	48.4	44.4	4.8	2.4	0.0
12	The teacher has subject knowledge	48.5	41.5	10.0	0.0	0.0
13	The teacher communicates clearly and inspire me by his/her teaching	52.0	33.1	11.0	3.1	0.8
14	The teacher comes well prepared in the class	51.2	33.1	14.2	0.8	0.8
15	The teacher encourages participation and discussion in the class	45.2	37.1	11.3	4.8	1.6
16	The teacher uses teaching aids	35.2	42.4	15.2	5.6	1.6
17	The teacher's attitude towards students is friendly & helpful	42.6	38.0	14.0	3.9	1.6
18	The evaluation process is fair and unbiased	47.3	34.9	14.7	2.3	0.8
19	The teacher is available and accessible in the department	51.2	28.7	11.6	7.0	1.6

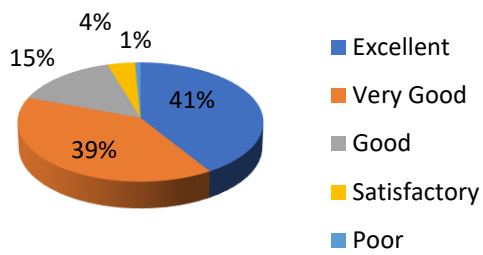
1) Course Organisation



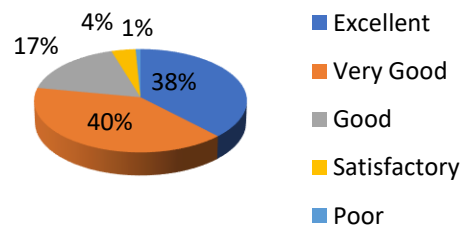
2) Syllabus Coverage



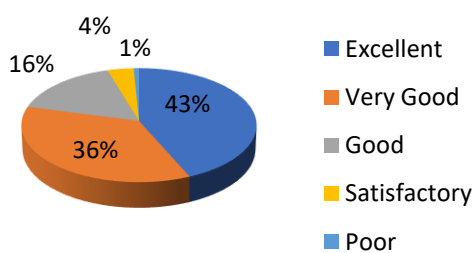
3) Stress on concept building



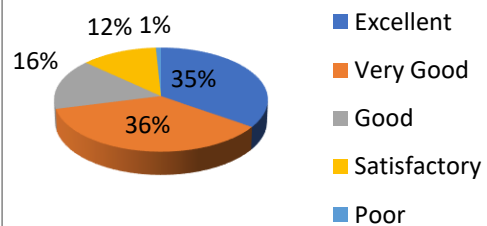
4) Thrust on application of concepts learnt



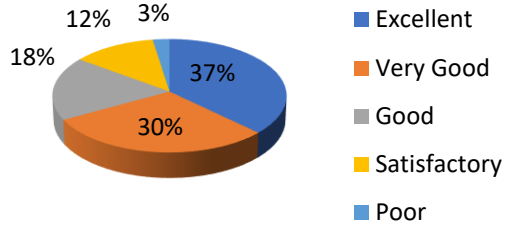
5) Content coverage-from zero level to advanced



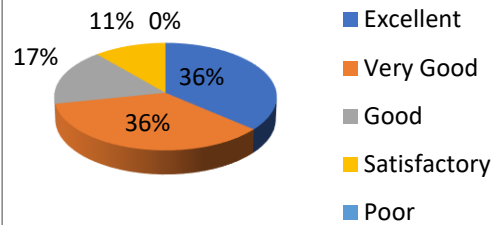
6) Availability of relevant study material



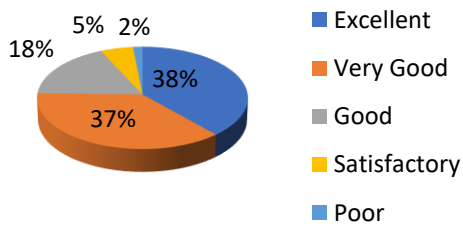
7) Practice through assignments



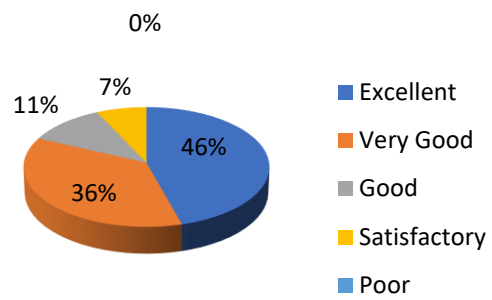
8) Evaluation via tests and viva-voce



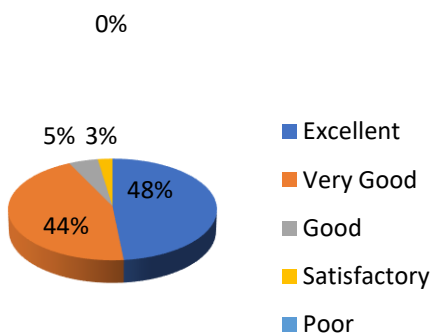
9) Concept clarity and skills developed



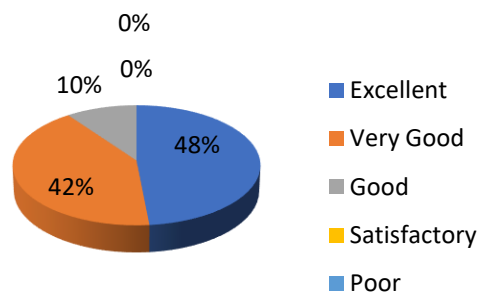
10) Overall rating of the course



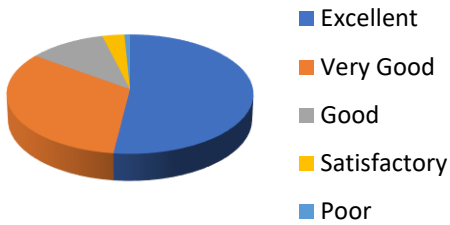
11) The teacher completes the entire syllabus in time



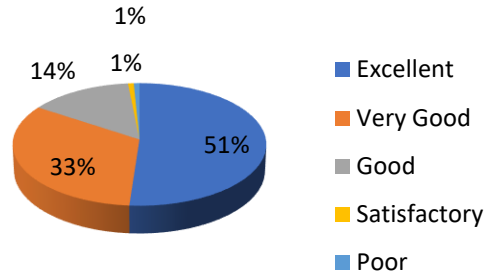
12) The teacher has subject knowledge



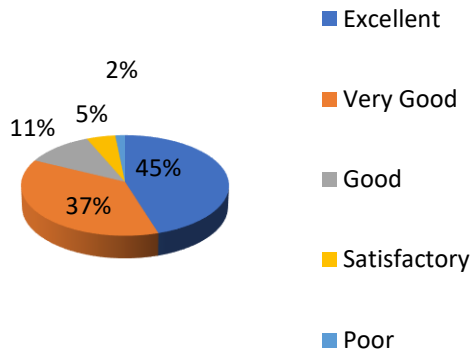
13) The teacher communicates clearly and inspire me by his/her teaching



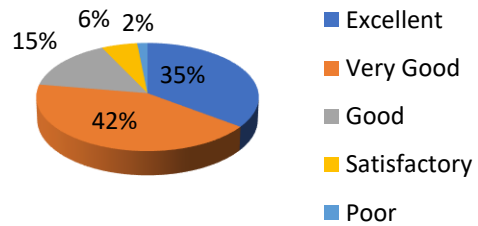
14) The teacher comes well prepared in the class



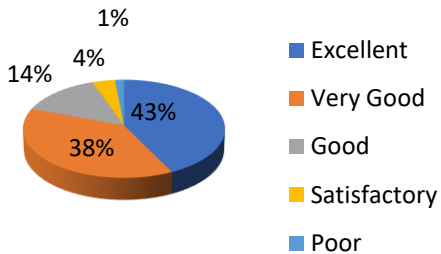
15) The teacher encourages participation and discussion in the class



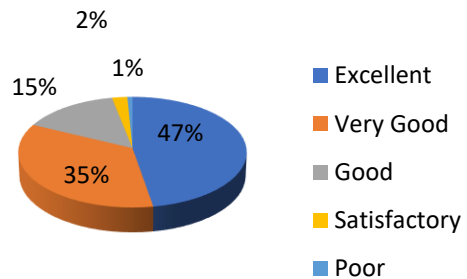
16) The teacher uses teaching aids

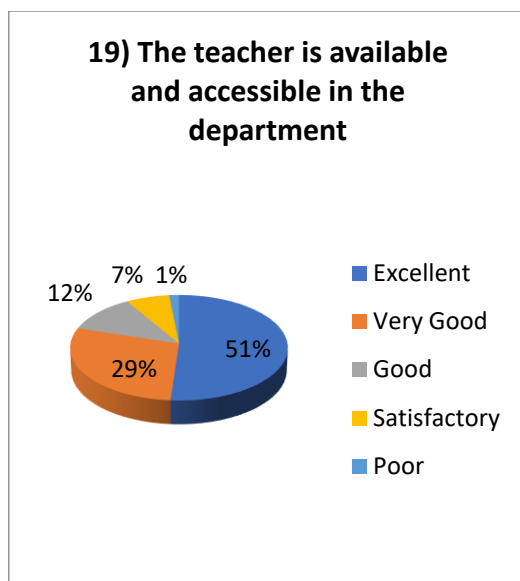


17) The teacher's attitude towards students is friendly & helpful



18) The evaluation process is fair and unbiased



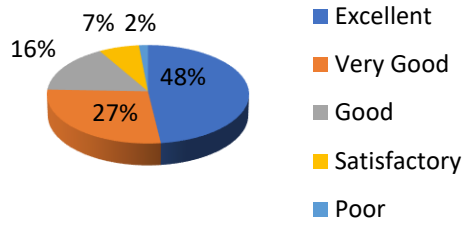


(ii) Institution Infrastructure

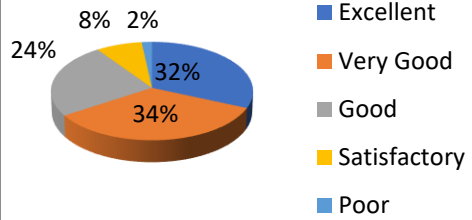
In this section of the feedback form, the institutional infrastructure is assessed. Most of the students believe that laboratories are well equipped and sufficient basic amenities are available in the College. The analysis points out that the majority of the students are satisfied with infrastructural facilities of the Medical Room (Bhai Kanhaiya Health Centre), Girls Common Room, Hostel, Canteen, and Mess. Although few of them feel that the infrastructure of these facilities need upgradation.

S. No.	Criteria	Values in Percentage				
		Excellent	Very Good	Good	Satisfactory	Poor
1	Laboratories	48.1	27.5	16.0	6.9	1.5
2	Basic amenities - Drinking water and sanitation	31.6	34.2	24.6	7.9	1.8
3	Medical Room	39.5	23.3	23.3	11.6	2.3
4	Girls Common room	38.8	26.4	20.9	10.1	3.9
5	Hostel	36.5	27.0	23.0	11.1	2.4
6	Canteen and Mess	38.5	26.2	19.2	12.3	3.8

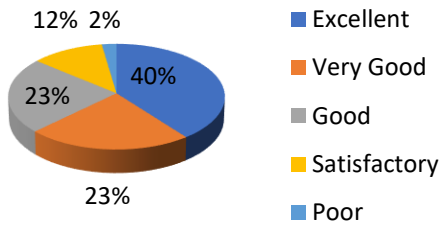
1) Laboratories



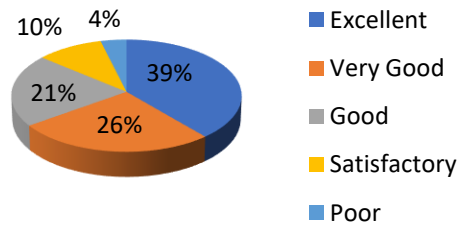
2) Basic amenities - Drinking water and sanitation

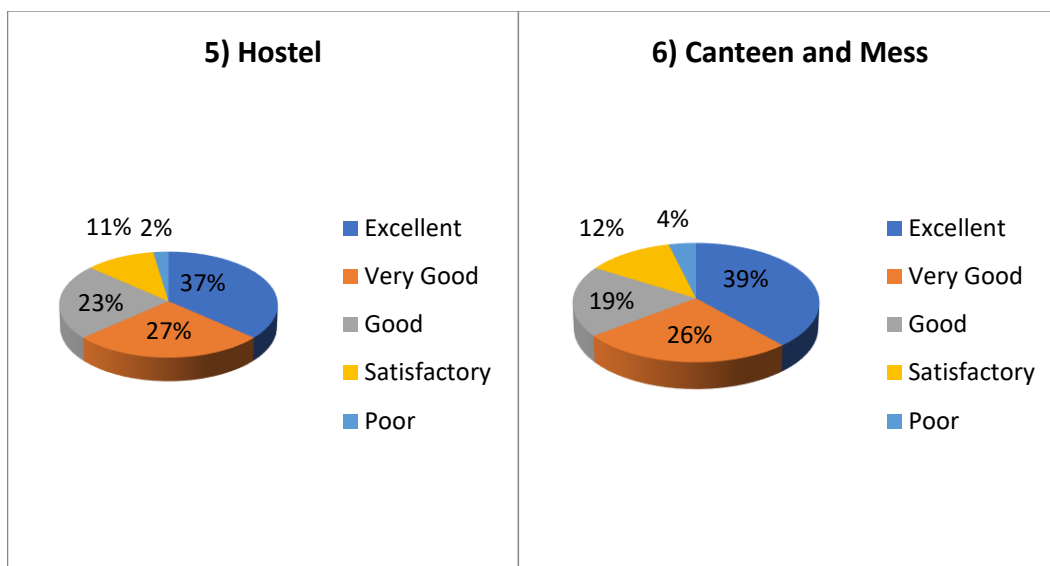


3) Medical Room



4) Girls Common room



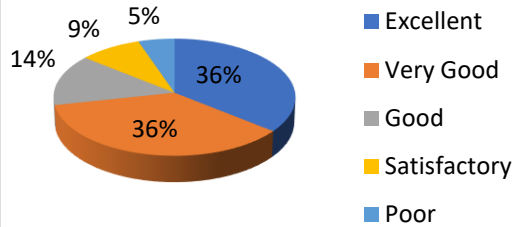


(i) Administration

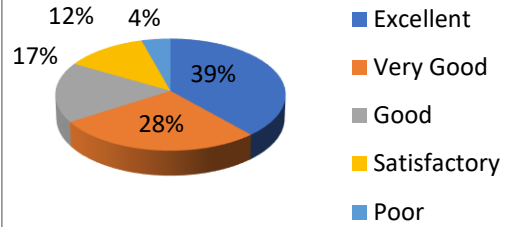
This section of the feedback forms collects feedback on the functioning and administration of several cells established in the College. Most of the students are satisfied with the functioning of the Anti-Ragging Cell, Student Council Association, and office administration. Few of them feel that Grievance Redressal Cell, Placement Guidance and Career counselling Cell, Anti- Sexual Harassment Cell, and Hostel administration needs improvement.

S No	Criteria	Values in Percentage				
		Excellent	Very good	Good	Satisfactory	Poor
1	Placement Guidance and Career counselling Cell	35.8	35.8	14.2	9.0	5.2
2	Grievance Redressal Cell	38.4	27.5	17.4	12.3	4.3
3	Anti-Ragging Cell	40.6	28.1	17.2	12.5	1.6
4	Office Administration and student interaction	42.5	26.9	14.9	12.7	3.0
5	Student council Association	41.8	25.4	13.4	17.2	2.2
6	Hostel Administration	11.1	36.7	25.6	22.2	4.4
7	Anti-Sexual Harassment Cell	46.4	21.7	13.8	13.0	5.1

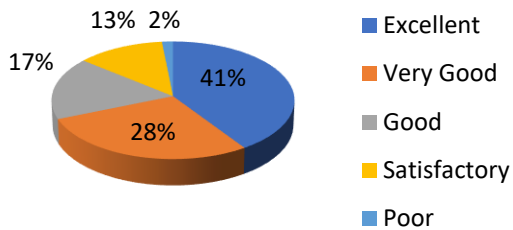
1) Placement Guidance and Career counselling cell



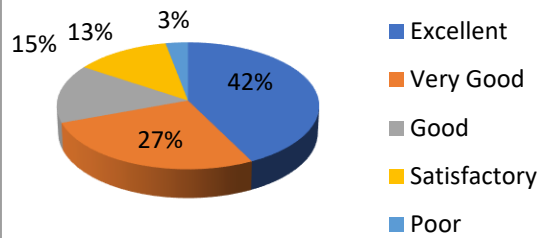
2) Grievance Redressal Cell



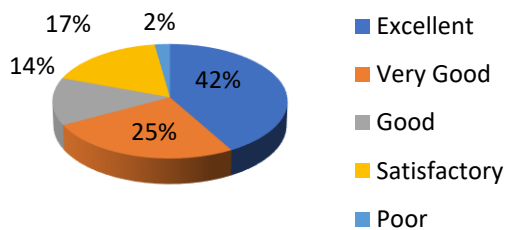
3) Anti-Ragging Cell



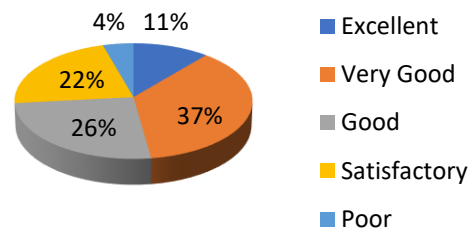
4) Office Administration and student interaction

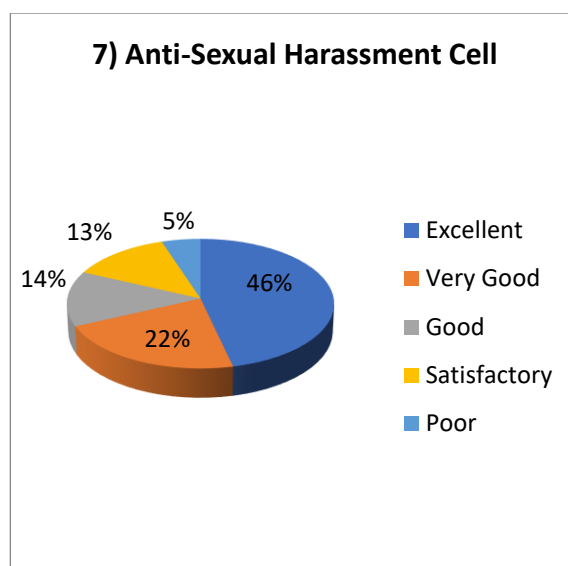


5) Student council Association



6) Hostel Administration

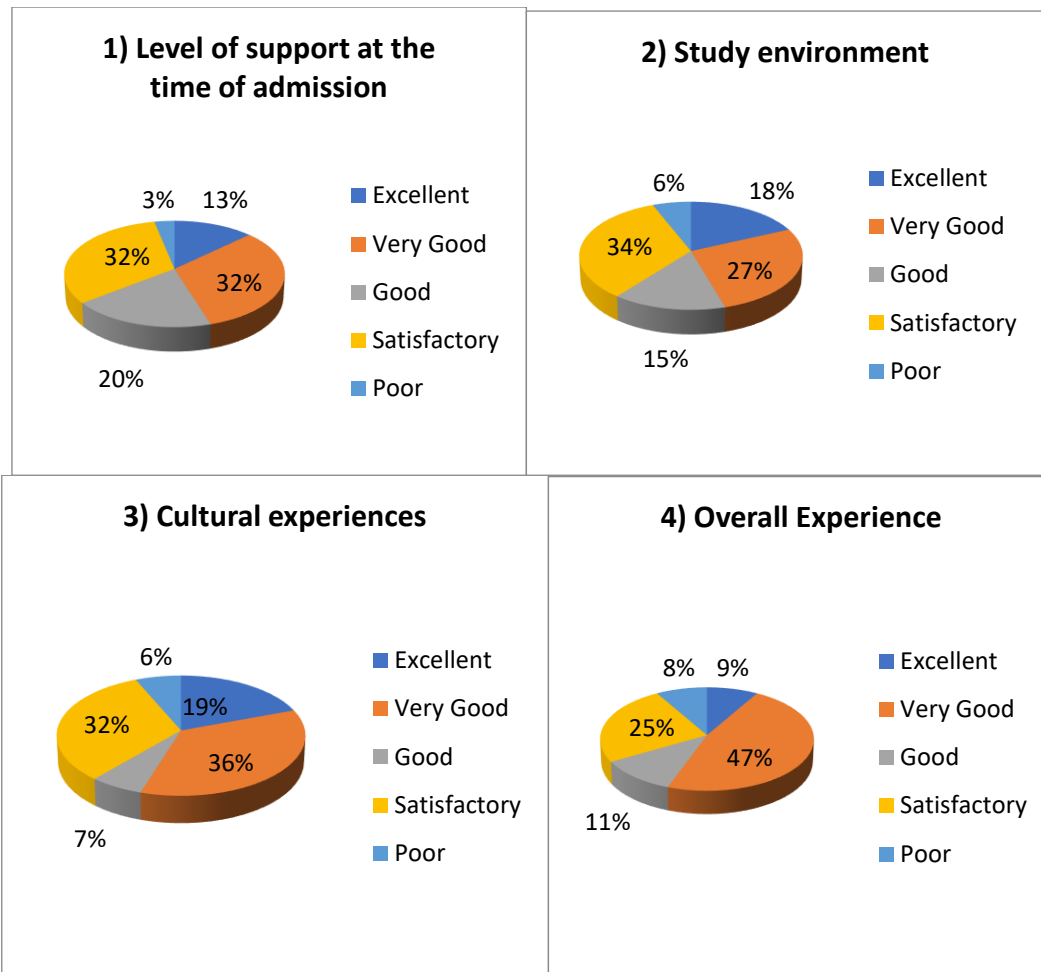




iv) Foreign Students

This section collects feedback from foreign students in order to provide them with a comfortable environment. Majority of them feel that they got good support at the time of admission, and they are satisfied with the study environment, cultural experience, and overall experience. However six percent of them expressed their dissatisfaction with the study environment and cultural experience, and eight percent of them were not happy with the overall experience.

S No	Criteria	Values in Percentage (%)				
		Excellent	Very Good	Good	Satisfactory	Poor
1	Level of support at the time of admission	12.9	32.3	19.4	32.3	3.2
2	Study environment	18.2	27.3	15.2	33.3	6.1
3	Cultural experiences	19.4	35.5	6.5	32.3	6.5
4	Overall Experience	8.3	47.2	11.1	25.0	8.3



Conclusions:- Feedback is a mechanism that helps to feel the pulse of students' mind. Majority of the students were found to be satisfied with course coverage, use of teaching aids, and availability of study material and evaluation system. The analysis also revealed that the majority of the students feel that the College has adequate infrastructure and good administration. Even the foreign students were found to have satisfactory overall experience.

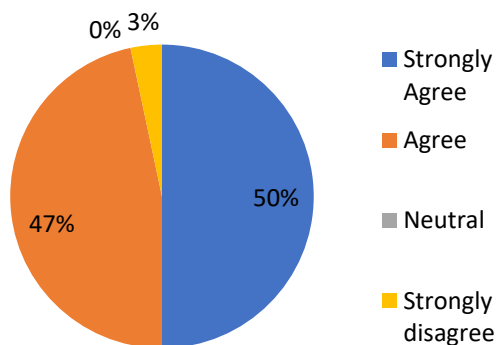
2. Teacher Feedback

The analysis of faculty's feedback revealed that most of the faculty feel that the merit of the faculty is recognized by the College and the work is fairly distributed. The staff also believes that the system followed by the College for the implementation of curriculum is effective and the library is well equipped. The analysis further pointed out that the faculty have freedom to adopt new strategies and techniques to assess students. They also feel that the support provided by the College for projects and research is satisfactory. The faculty also expressed their satisfaction with the infrastructural facilities like Canteen, Sitting area, Research lab, Wi-Fi etc. Approx. 7% faculty demanded more meetings for smooth and effective functioning.

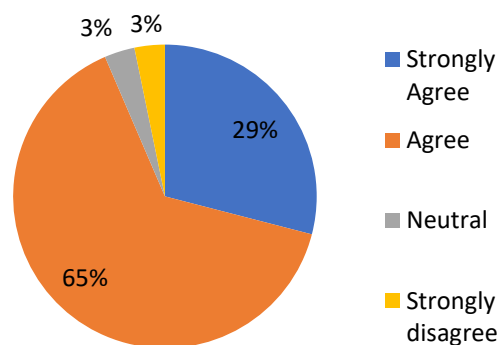
Sr No	Questions	Teacher Responses in Percentage (%)			
		Strongly Agree	Agree	Neutral	Strongly disagree
1	The merit of teachers is recognized.	50.00	46.67	0.00	3.33
2	The work distribution among staff is fair	29.03	64.52	3.23	3.23
3	The system followed by the College for the implementation of curriculum is effective.	51.61	45.16	3.23	0.00
4	Regular meetings of the teaching and non-teaching staff are held for the smooth and effective functioning of the College.	53.33	33.33	6.67	6.67
5	Course content is covered by corresponding reference material.	60.00	36.67	3.33	0.00
6	Sufficient number of prescribed books are available in the Library.	36.67	60.00	3.33	0.00

7	Infrastructural facilities like Canteen, Sitting area, Research lab, Wi-Fi etc. are available.	63.33	36.67	0.00	0.00
8	Sufficient time is available to conduct examination for coverage of all units in the syllabus.	66.67	33.33	0.00	0.00
9	I have the freedom to adopt/adapt new techniques/strategies of testing and assessment of student.	66.67	30.00	3.33	0.00
10	The environment in the College is conducive to teaching and research.	66.67	33.33	0.00	0.00
11	The administration is teacher friendly.	56.67	36.67	6.67	0.00

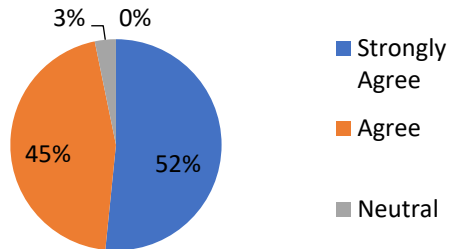
The merit of teachers is recognized.



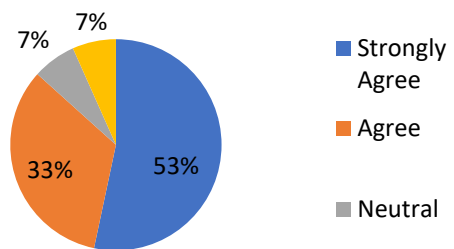
The work distribution among staff is fair



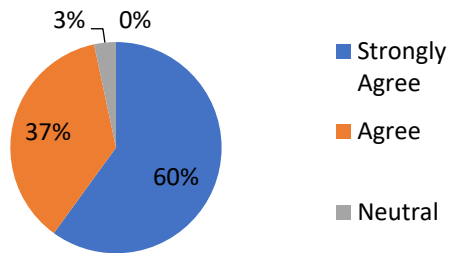
The system followed by the College for the implementation of curriculum is...



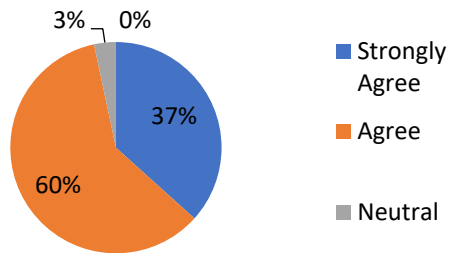
Regular meetings of the teaching and non-teaching staff are held for the smooth...



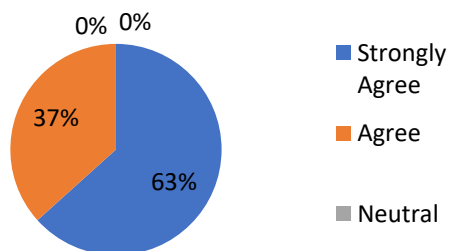
Course content is covered by corresponding reference material.



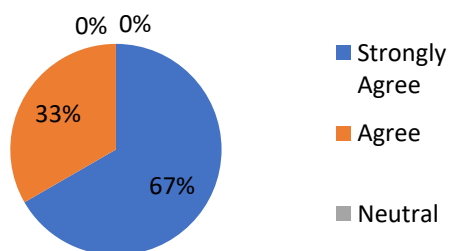
Sufficient number of prescribed books are available in the Library.



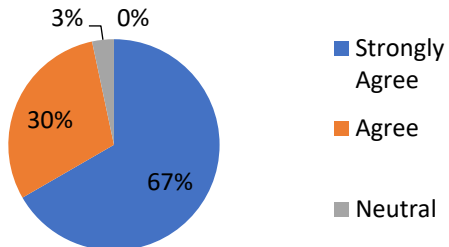
Infrastructural facilities like Canteen, Sitting area, Research lab, Wi-Fi etc. are...



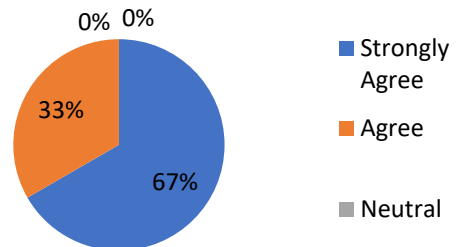
Sufficient time is available to conduct examination for coverage of all units...



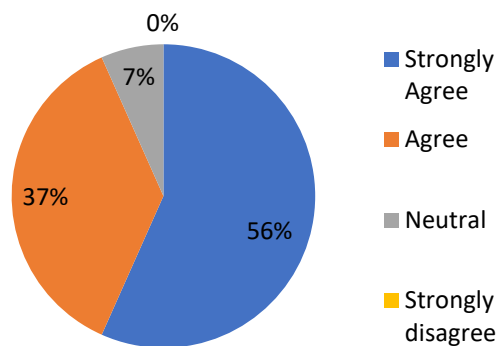
I have the freedom to adopt/adapt new techniques/strategies of testing and...



The environment in the college is conducive to teaching and research.



The administration is teacher friendly.



Conclusion:-

The analysis reported that most of the faculty are satisfied with the infrastructural facilities and they find the environment in the College conducive for research. The feedback further testified to the fact that the relation between faculty and administration is friendly and cordial. Teaching and non- teaching staff collaboratively work for the smooth function.

4. Alumni Feedback

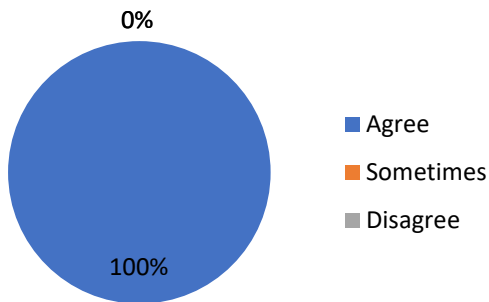
The feedback for the College is taken from the alumni for every academic session because the College views its alumni as significant stakeholders and value their suggestions and recommendations. The analysis revealed that alumni are proud to be a part of this College and are satisfied with the infrastructural facilities. They believe that laboratories are well equipped and the activities organised by the College have contributed in shaping their personality. The analysis further pointed out that student's grievances are handled effectively and they gained sufficient knowledge in theory and practical. Alumni also think that the College extends good hospitality whenever they come to College and they would recommend the College to others for academics and overall excellence.

Alumni Feedback*

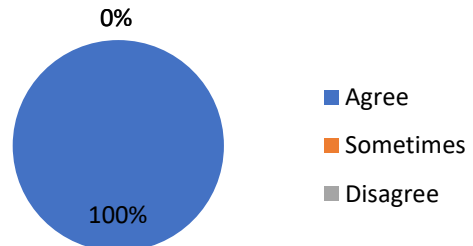
S No	Criteria	Values in Percentage (%)		
		Agree	Sometimes	Disagree
1	Do you feel proud to be associated with SGGSC as an Alumni	100.00	0.00	0.00
2	College is having adequate infrastructure with respect to academics and extra - Curricular activities	100.00	0.00	0.00
3	College is having adequate laboratories and equipment for practical experiences	100.00	0.00	0.00
4	Teachers were effective in solving your problem	100.00	0.00	0.00
5	College organises various kind of activities for overall development of students.	96.15	3.85	0.00
6	institutes handles student's grievance properly	96.00	4.00	0.00
7	You obtained sufficient knowledge(both in theory and practical)at SGGSC	100.00	0.00	0.00
8	Training and placement Cell provided ample On/Off campus placement opportunities.	87.50	8.33	4.17
9	College Provides good hospitality as Alumni after	100.00	0.00	0.00

	passing out			
10	You would recommend the College to your near and dear ones for academics and overall excellence	96.15	3.85	0.00

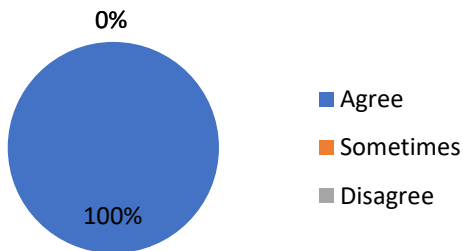
Do you feel proud to be associated with SGGSC as an Alumni



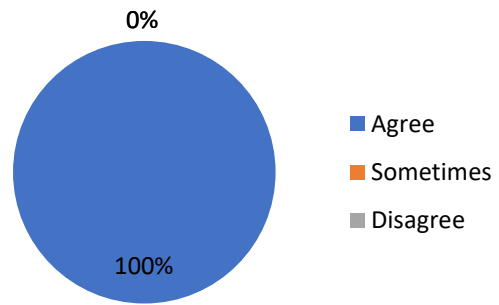
College is having adequate infrastructure with respect to...



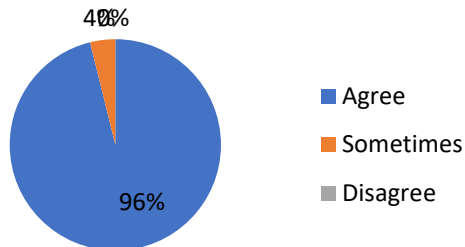
College is having adequate laboratories and equipment for...



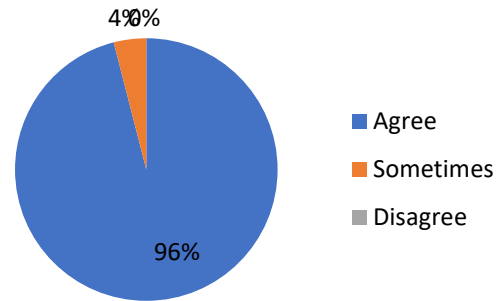
Teachers were effective in solving your problem



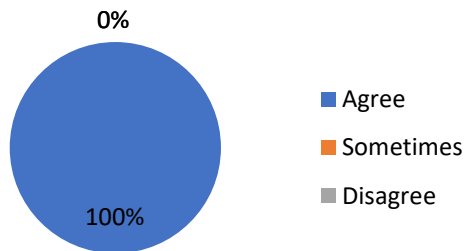
College organizes various kind of activities for overall development of...



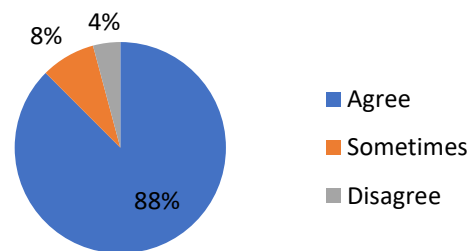
institutes handles student's grievance properly



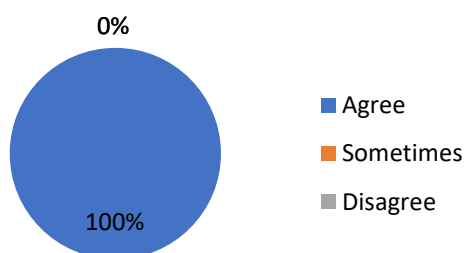
You obtained sufficient knowledge(both in theory and...



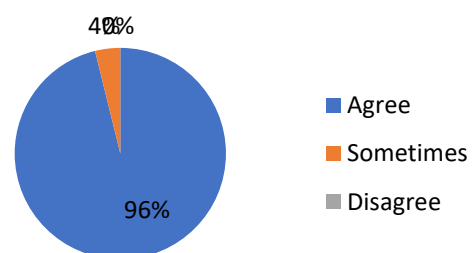
Training and placement cell provided ample On/Off campus...



College Provides good hospitality as Alumni after passing out



You would recommend the college to your near and dear ones for...



Conclusion:- The survey responses were collected from the alumni at the annual alumni meet

and were analysed. They acknowledged that the College has adequate infrastructure and it provides sufficient knowledge and skills to its students, but some suggested improving campus placement opportunities for its graduates. The analysis also revealed that the alumni felt that activities organised in the College helped in their overall development.

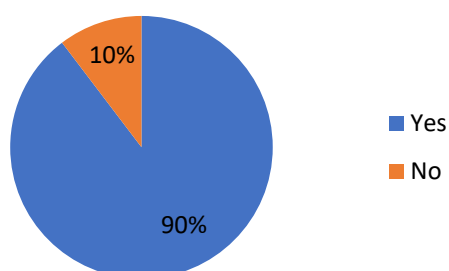
4. Parents Feedback

Parent's feedback helps in giving useful insights to improve the teaching learning experience and infrastructural facilities. Therefore the College collects feedback from parents regularly. The analysis of feedback collected revealed that more than eighty nine percent of parents are satisfied and happy with the facilities provided to their wards in the College. Ninety two percent of them feel that their wards are comfortable and physically secured in the College. Eighty five percent of parents are satisfied with cooperation which they get from the administrative staff. More than eighty six percent of parents feel that they can easily approach the faculty. Eighty four percent of parents feel delighted that the institution catered to the personality development of their children by the up-gradation of both hard and soft skills. The analysis further revealed that about fourteen percent of the parents feel that hostel facilities need to be improved and fifteen percent of them expect better cooperation from the administrative staff and up gradation in hard and soft skills of their wards.

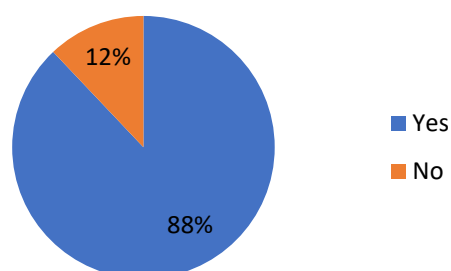
S. No.	Questions	Percentage (%)	
		Yes	No
1	Do you find this College better than others for your ward?	89.66	10.34
2	Do you feel facilities in the College are adequate?	87.93	12.07
3	Do you feel that your ward is physically secured in the College campus?	91.67	8.33
4	Are you satisfied with the hostel facilities?	85.71	14.29
5	Are you satisfied with cooperation from the administrative staff?	84.48	15.52
6	Can you make direct communication with the teaching staff?	86.21	13.79

7	Do you find up-gradation of hard and soft skills?	84.48	15.52
8	Is your ward given enough exposure as far as career orientation is concerned?	87.93	12.07

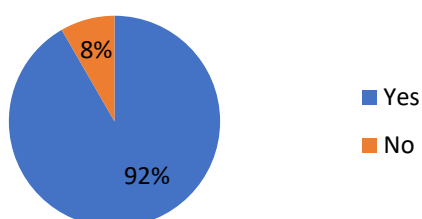
Do you find this college better than others for your ward?



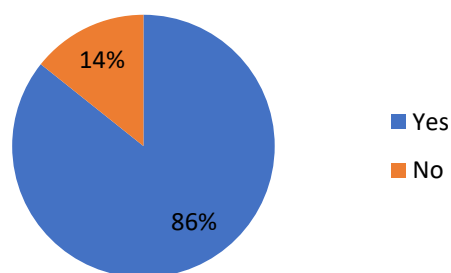
Do you feel facilities in the college are adequate?

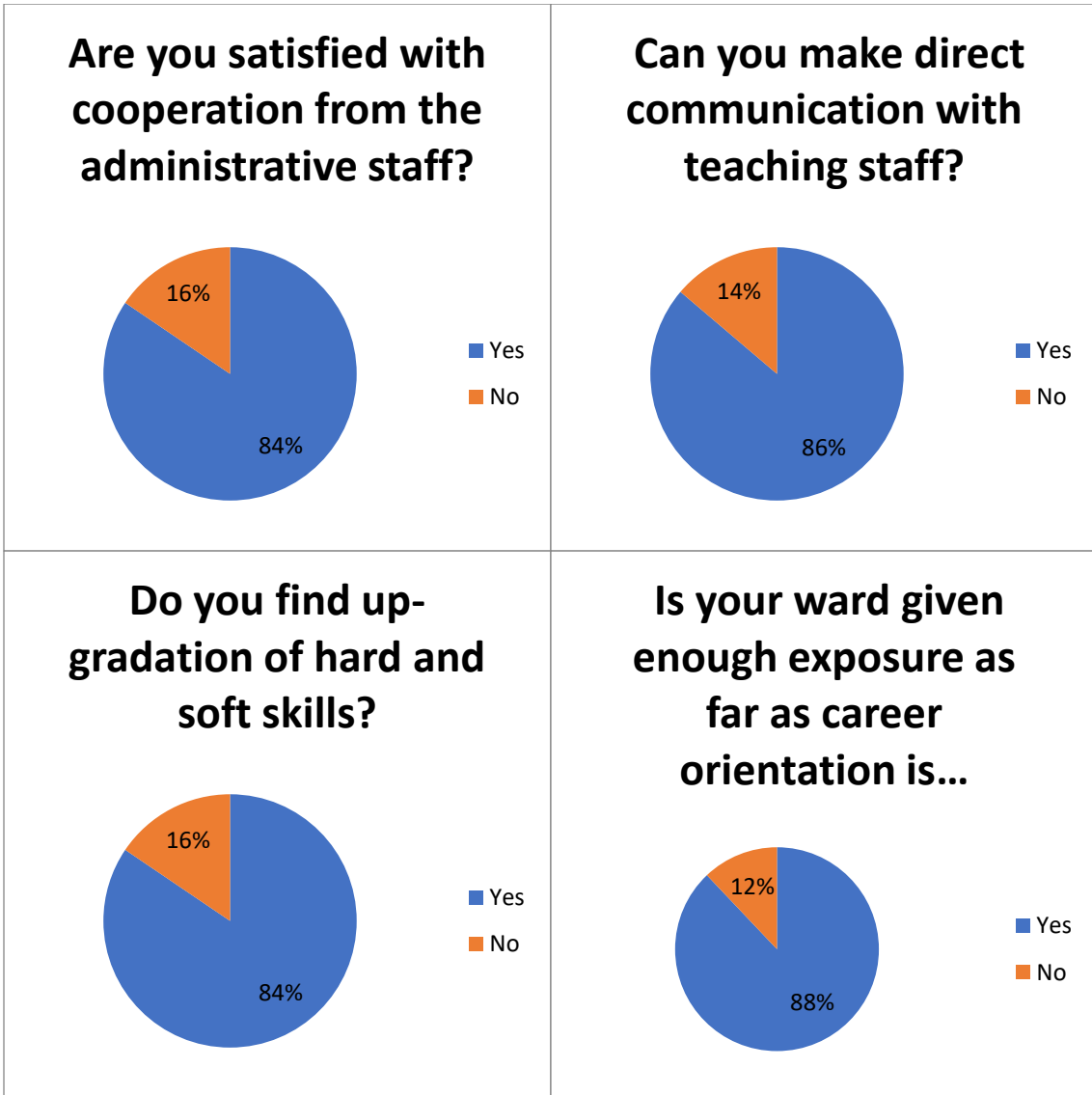


Do you feel that your ward is physically secured in the college campus?



Are you satisfied about hostel facilities?





Conclusion:- The analysis of feedback collected from parents reported that more than ninety percent of the parents are satisfied with the security measures in the College. More than eighty percent of them are satisfied with the facilities offered by the College and find the administrative staff and faculty cooperative and easily accessible. However, few of them want hostel facilities to be improved and expect administrative staff to be more cooperative.



SRI GURU GOBIND SINGH COLLEGE

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Action Taken Report based on Feedback from Stakeholders


Session 2019-20

Every year, the College takes feedback from various stakeholders to measure the impact of all the efforts taken by the institution and to improve quality in all the aspects. Feedback on curriculum and infrastructure is collected in a specific format from students, parents, faculty and alumni. Data collected in the feedback forms is analysed and consolidated report is prepared. Suggestions/feedback given by the stakeholders is passed to concerned authorities to take necessary action. Based on the comments and suggestions received during feedback, plans for the next academic session are prepared. The College maintains an Institution Level Action Taken Report on Feedback.

S.No.	Suggestions Received through Feedback forms (2018-19)	Implementations (2019-20)
Student Feedback:-		
1	Online admission facility required	<ul style="list-style-type: none">College Automation has been achieved as admissions, classes and attendance have all been carried out effectively in online mode
2	Requirement of Hygienic Washrooms for students Renovations of existing ones.	<ul style="list-style-type: none">Sanitation workers have been duly briefed and trainedRenovation of existing Washrooms has been done
3	Additional resources and books needed in the Library	<ul style="list-style-type: none">To initiate innovative teaching and communication methods during the Covid-19 lockdown period, 210 e-lectures in the form of PDFs, Audio lectures, YouTube lectures contributed by Faculty Members from various departments are uploaded on the College's Library Blog.The Blog provides online learning resources recommended and shared by the UGC under 'E-Learning Resources which include SWAYAM On-line Courses, UG/PG MOOCS, e-PG Pathshala, e-Content courseware in UG subjects, SWAYAMPURABHA, CEC-UGC YouTube channel, National Digital Library, Shodhganga, e-ShodhSindhu and Vidwan.Links giving free access to e-books, e-journals, e-thesis, and e-newspapers, etc. are also provided.In the interest of students belonging to economically weaker students, a Book Bank Facility (2077 Books) has been established.

S.No.	Suggestions Received through Feedback forms (2018-19)	Implementations (2019-20)
4	Use of renewable resources should be implemented on the campus	<ul style="list-style-type: none"> • An Observation and Research Centre is constructed in the mini urban Forest. A Board displaying the Common name, Botanical name and pictures of 37 species of trees planted in the Forest has been installed. • A Composting unit consisting of a simple compost pit, a bacterial compost pit, a vermin-composting pit and a vermin wash are installed to improve fertility of the soil. • An irrigation system partly sponsored by the Department of Soil and Water Conservation, Punjab has been devised especially for the watering of the Forest
5	New and Integrated courses, Skill development training programs, New crash courses, Job oriented courses should be introduced.	<ul style="list-style-type: none"> • Soft Skills Training Programme in collaboration with Spoken Tutorial, IIT Bombay is introduced to give an opportunity to students to enhance their skills
6	There is a need for a separate sitting area for girl students.	<ul style="list-style-type: none"> • A spacious and comfortable Common Room with a seating capacity for 50 girl students with attached bathroom and dressing area is available for students
7	NCC unit for girls should be introduced.	<ul style="list-style-type: none"> • Measures to implement the same are underway
8	More activities should be taken up by the Placement and Career Counseling Cell	<ul style="list-style-type: none"> • Invited Resource Persons from Industries/Academics, who address the students to guide them about career opportunities and latest trends in the Industry as well as in marketing is organised • Endeavours to hone soft skills of students have also been undertaken
9	Stress relieving and anger management workshops must be organised.	<ul style="list-style-type: none"> • Practical workshop on Stress Physiology on the theme - 'Effect of Exercise on Cardio-Vascular and Respiratory System' was organised
10	Infrastructure improvement required.	<ul style="list-style-type: none"> • Department of Physical Education added a new Basketball Court and Tennis Court under the aegis of RUSA. • Whitewash and repair work carried out at the PG Department of Biotechnology and Microbial Biotechnology.
11	Departmental Staff Room required	<ul style="list-style-type: none"> • Various departments have their own Staff Room along with a computer and printer.
12	Printer required	

S.No.	Suggestions Received through Feedback forms (2018-19)	Implementations (2019-20)
13	Parking for students is required in College	<ul style="list-style-type: none"> Two-Wheeler Parking is available within College Campus. Students are discouraged from using four-wheelers so as to promote Public Transport and to control pollution.
14	Information and support for scholarships for wards	<ul style="list-style-type: none"> Information is provided on the College website and notices are displayed on Notice Boards.
15	Hygiene in the washroom required.	<ul style="list-style-type: none"> Washrooms have been renovated and sanitation workers have been duly briefed and trained.
16	Facilities in the hostel should be improved.	<ul style="list-style-type: none"> Periodic renovation of the hostel is undertaken. Boys' Hostel is equipped with all modern facilities, Fitness Center, Indoor Game Room, LCD and Guest Room. The road that leads to the Boys' Hostel entrance has been renovated by laying pavement blocks.
<u>Alumni Feedback:-</u>		
17	The College should inculcate the spirit of competition among the students so as to excel in the field chosen.	<ul style="list-style-type: none"> To encourage existing meritorious students to excel in their chosen fields and give their best, the Alumni Association of the College instituted an annual fund of Rs 50,000 for meeting the educational needs of needy students. Sahibzada Ajit Singh Memorial Basketball Tournament was held at the College Basketball Court. The team represented by our College Alumni won the title.
18	The College should make the students realize that their parents are supporting them with hard earned money and they expect desired output.	<ul style="list-style-type: none"> The same is regularly being conveyed to the students during classes as well as during Mentor-Mentee sessions.
19	The College must solve genuine grievances of the students and make them realise the importance of good company.	<ul style="list-style-type: none"> A Grievance Redressal Cell is there in the College to address students' complaints and other issues.


PRINCIPAL
Sri Guru Gobind Singh College
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