

(Co-educational, Affiliated to Panjab University, Chandigarh) Sector-26, Chandigarh -160019. (0172) 2792754, Telefax: (0172) 2790312

### **Feedback Analysis Report**

### 2021-2022

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 aspects. The College maintains an Institution Level Feedback Report. Feedback on curriculum and infrastructure is collected in a specific format from students, alumni, employers, teaching 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 is analyzed and suggestions/feedback given by the stakeholders is given due attention.

Analysis of Feedback Collected on specific Performa from :

### 1) Students on

- Courses, Syllabi, Subject Evaluation
- Teacher
- Infrastructure
- Administration
- Foreign Students
- 2) Teaching Faculty
- 3) Employers
- 4) Alumni
- 5) Parents



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### Analysis of Feedback Collected From Students (2021-22)

The college regularly collects feedback from students on specific Performa for

a) Student's Feedback – (i) Courses, Syllabi and Subject Evaluation (ii)Teacher

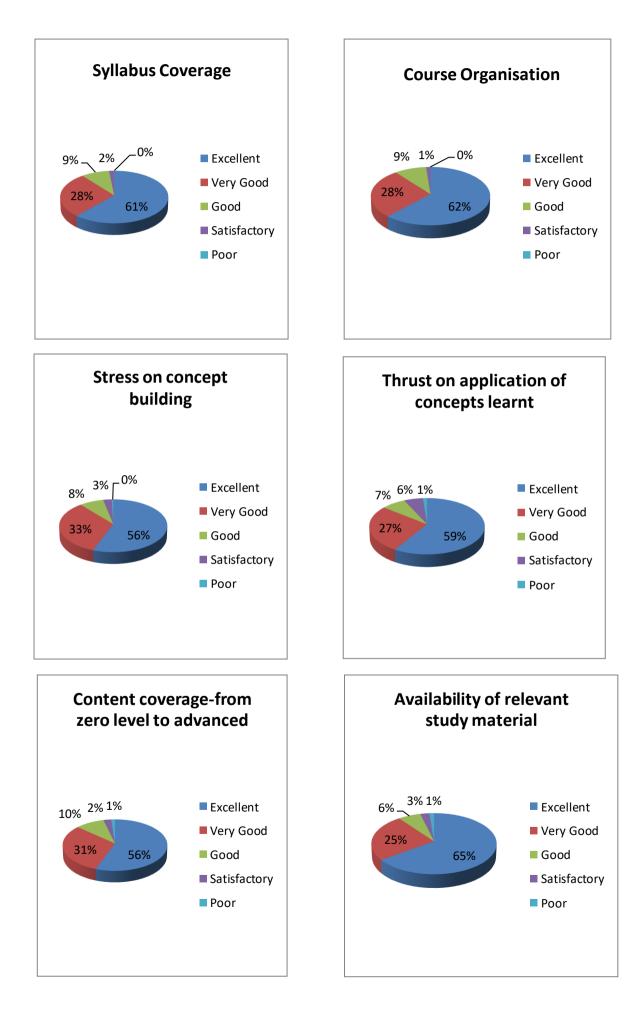
The feedback is analysed and the conclusions are passed on to decision making authorities through Principal for incorporation in improvement processes at the College level.

The main aim of the student feedback is to analyse the course, syllabi and subject evaluation in the teaching-learning process. More than ninety five percent of the students feel contended with the organization and the completion of the syllabus. Most of the students are satisfied by the way of covering syllabus i.e. from the basic level of students to the advanced level by clearing their concepts through practical applications, assignments, relevant study material. They are mostly satisfied with the evaluation process of their learning and skill developments through the means of tests, viva-voce.

S No		Values in Percentage (%)						
	Criteria	Excellent	Very Good	Good	Satisfactory	Poor		
1	Course Organisation	62.03	27.43	9.28	1.27	0.00		
2	Syllabus Coverage	61.63	27.76	8.98	1.63	0.00		
3	Stress on concept building	55.71	33.33	7.76	2.74	0.46		
4	Thrust on application of concepts learnt	58.78	26.94	7.35	5.71	1.22		
5	Content coverage-from zero level to advanced	55.65	30.96	9.62	2.51	1.26		
6	Availability of relevant study material	64.98	24.89	6.33	2.53	1.27		
7	Practice through assignments	56.82	30.30	9.09	3.03	0.76		
8	Evaluation via tests and viva- voce	56.40	29.60	10.00	2.80	1.20		
9	Concept clarity and skills developed	62.71	28.81	5.51	2.12	0.85		
10	Overall rating of the course	69.51	23.17	4.88	1.63	0.81		

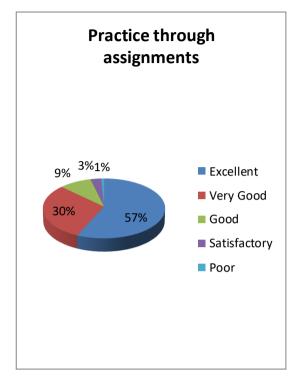
### (i) Courses, Syllabi and Subject Evaluation

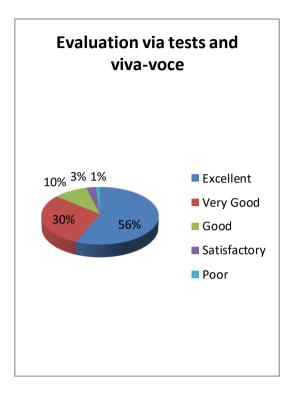


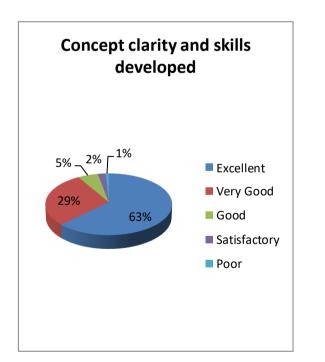


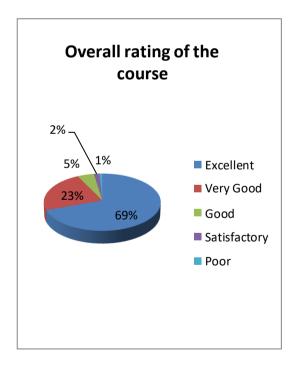


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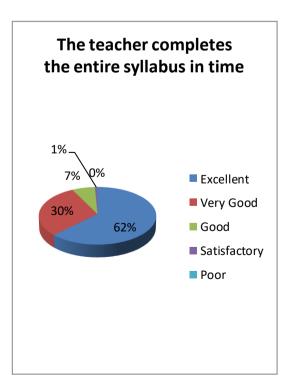


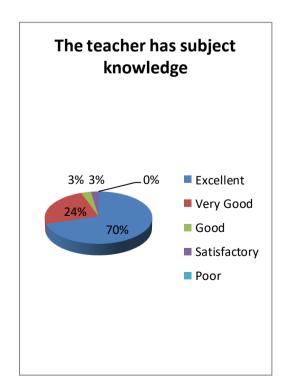
### (ii) Teacher

In this section, the students' feedback about the teacher's role in teaching – learning process is analyzed. Almost all the students are satisfied by the teaching methodologies which are used by teachers. According to them, the teachers are well equipped with the knowledge about the subject and their attitude towards the student's is helpful and friendly. Moreover the teachers are easily accessible to the students. Most of the students think that the evaluation done by most of the teachers is fair and unbiased.

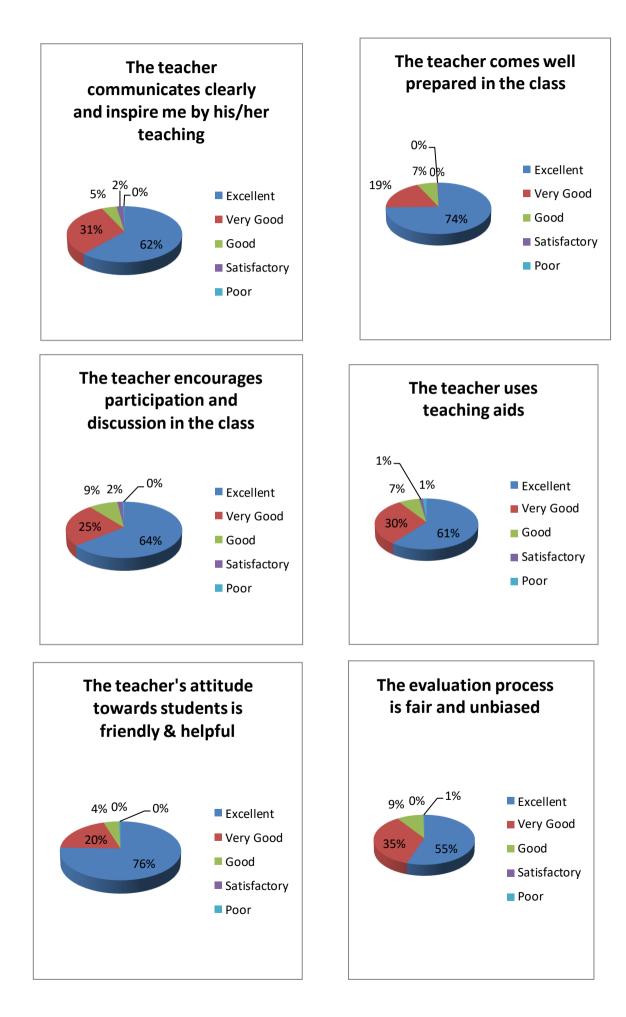


S No	Criteria	Values in Percentage (%)						
		Excellent	Very Good	Good	Satisfactory	Poor		
1	The teacher completes the entire syllabus in time	62.69	29.85	6.72	0.75	0.00		
2	The teacher has subject knowledge	70.36	24.11	3.16	2.37	0.00		
3	The teacher communicates clearly and inspire me by his/her teaching	61.54	31.47	4.55	2.10	0.35		
4	The teacher comes well prepared in the class	74.49	18.52	6.58	0.41	0.00		
5	The teacher encourages participation and discussion in the class	64.40	24.80	8.80	1.60	0.40		
6	The teacher uses teaching aids	60.57	30.08	6.91	1.22	1.22		
7	The teacher's attitude towards students is friendly & helpful	75.56	19.56	4.44	0.00	0.44		
8	The evaluation process is fair and unbiased	55.28	35.37	8.94	0.00	0.41		
9	The teacher is available and accessible in the department	70.21	24.26	4.26	0.43	0.85		



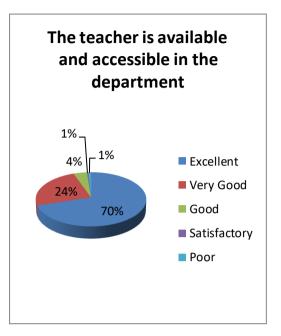








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**Remarks** :- The results have been formulated by statistically quantifying the received student's feedback forms.

### **Conclusion:-**

The results that are analyzed through the feedback forms is that almost all the students are contented with the successful organization of course, the syllabus that is covered through the various innovative methods such as assignments, practical's, viva –voce, applications of the subject which results in developing critical thinking and problem solving skills among the students.

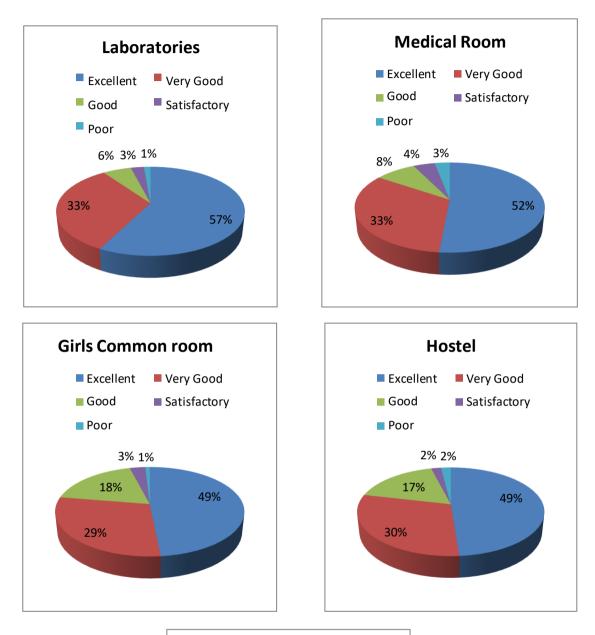
### (ii) Infrastructure and Administration

### (ii a) Infrastructure:-

For the academic year 2021-22, for Infrastructure, more than 95% of students feel that the working conditions of laboratories are good in the college. 92% of the students seemed satisfactory with the Medical Facilities provided by the college. 96% of the girls students were happy with the Girls common room. 96% of the Hostel students found Hostel Conditions Up to the mark. More than 93% of students were satisfied with the Canteen and Mess Facility.

S No	Criteria	Values in Percentage (%)					
		Excellent	Very Good	Good	Satisfactory	Poor	
1	Laboratories	57.59	32.59	5.80	2.68	1.34	
2	Medical Room	51.52	32.90	8.23	4.33	3.03	
3	Girls Common room	48.43	29.15	18.39	3.14	0.90	
4	Hostel	48.76	29.85	17.41	1.99	1.99	
5	Canteen and Mess	51.30	26.94	15.03	6.22	0.52	







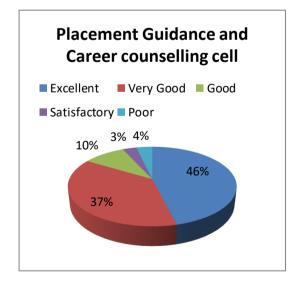


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### (ii) b) Administration:-

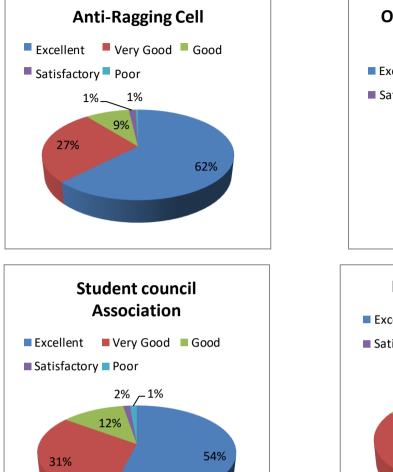
For the administration more than 93% students the college placement and guidance cell is working in an excellent way. Nearly 96% students agreed that Grievance Redressal Cell is working efficiently. Nearly 98% of the students were satisfied with the anti-ragging cell and office Administration and their student interaction. More than 94% of the students were satisfied with Hostel Administration and Anti Sexual harassment cell.

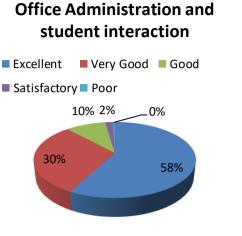
S No	Criteria		Values	in Percen	tage (%)	
		Excellent	Very Good	Good	Satisfactory	Poor
1	Placement Guidance and Career counselling cell	46.12	37.44	9.59	3.20	3.65
2	Grievance Redressal Cell	48.53	33.33	13.73	2.94	1.47
3	Anti-Ragging Cell	62.33	26.98	8.84	1.40	0.47
4	Office Administration and student interaction	57.73	30.45	9.55	1.82	0.45
5	Student council Association	53.95	31.14	12.28	1.32	1.32
6	Hostel Administration	49.74	32.31	12.31	4.62	1.03
7	Anti-Sexual Harassment Cell	57.35	30.39	6.86	0.98	4.41



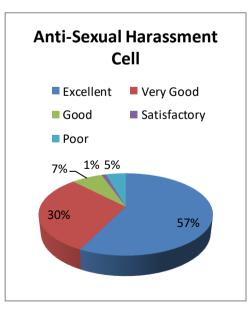












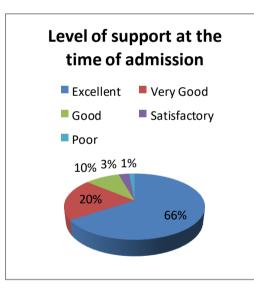


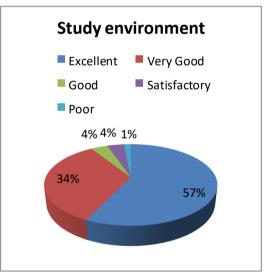
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### c) Foreign Student

Through these foreign student's feedback form, it is analysed that how the foreigner students are comfortable in the college environment. What was their experience in the college? More than Ninety five percent students are satisfied with the support which they get while admission from the college authorities. Nearly Ninety five percent experience good study and ninety six percent got well cultural experience in college. Overall, ninety six percent of Foreign Students felt very good experience.

S No	Criteria	Values in Percentage (%)					
		Excellent	Very Good	Good	Satisfactory	Poor	
1	Level of support at the time of admission	65.69	20.44	9.49	2.92	1.46	
2	Study environment	57.14	33.83	3.76	3.76	1.50	
3	Cultural experiences	64.18	23.13	8.96	1.49	2.24	
4	Overall Experience	60.47	28.68	6.98	2.33	1.55	











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### Conclusion

Feedback forms help to strengthen the bond between College and students. Feedback affects the future decisions of the College and thus plays a significant role in development of an institution.

This year's feedback showed that students were mostly satisfied with the current facilities being offered to them but there are some areas like Hostel, Canteen, Mess, Medical room, Labs that still require improvement. The feedback was passed to concerned authorities to take necessary actions.



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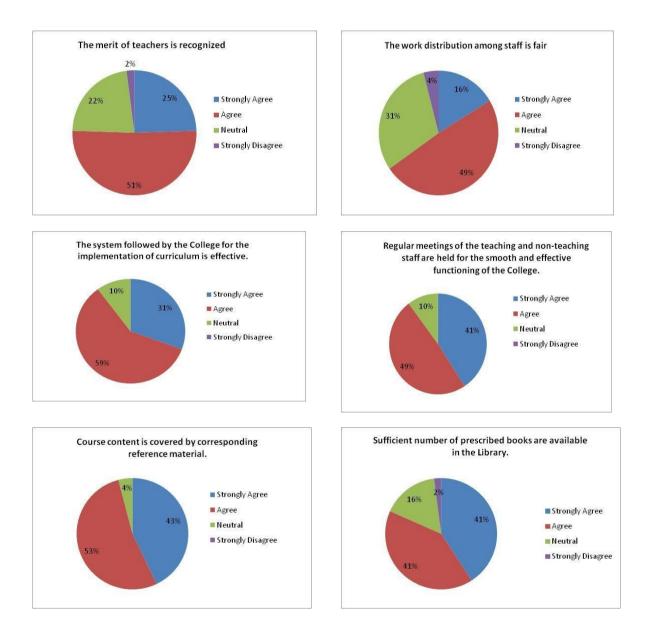
### 2. Teacher Feedback

The aim of teacher's feedback is to examine the satisfaction, happiness of the teachers in this institution. The feedback from teachers was taken on various issues like their reorganization, infrastructure, outcomes of the curriculum, relationship with course content and corresponding reference material, availability of reference materials in terms with curriculum, evaluation methods and curriculum delivery methods, etc. Approximately 75% of the college teachers feel that their merit is recognized in the College. The system followed by the College for the implementation of curriculum was effective, as 90% of teachers were satisfied. The faculty is fully satisfied with the regular meetings held either by departmental level or college level for effective functioning of the College, because all teachers are satisfied. Feedback was collected from faculty members on the infrastructure also. This too was positive with 90% of faculty saying that the infrastructure of the College was good. The administration staff fully cooperates with the teaching staff members.

S No	Criteria	Teacher's Response in Percentage (%)					
		Strongly	_		Strongly		
		Agree	Agree	Neutral	Disagree		
1	The merit of teachers is						
	recognized.	24.49	51.02	22.45	2.04		
2	The work distribution among						
	staff is fair	16.33	48.98	30.61	4.08		
3	The system followed by the						
	College for the						
	implementation of curriculum						
	is effective.	30.61	59.18	10.20	0.00		
4	Regular meetings of the						
	teaching and non-teaching						
	staff are held for the smooth						
	and effective functioning of						
	the College.	40.82	48.98	10.20	0.00		
5	Course content is covered by						
	corresponding reference						
	material.	42.86	53.06	4.08	0.00		
6	Sufficient number of						
	prescribed books are available						
	in the Library.	40.82	40.82	16.33	2.04		
7	Infrastructural facilities like						
	Canteen, Sitting area,						
	Research lab, Wi-Fi etc. are						
	available.	30.61	59.18	10.20	0.00		
8	Sufficient time is available to						
	conduct examination for						
	coverage of all units in the						
	syllabus.	34.69	61.22	2.04	2.04		
9	I have the freedom to						
	adopt/adapt new	38.78	46.94	10.20	4.08		

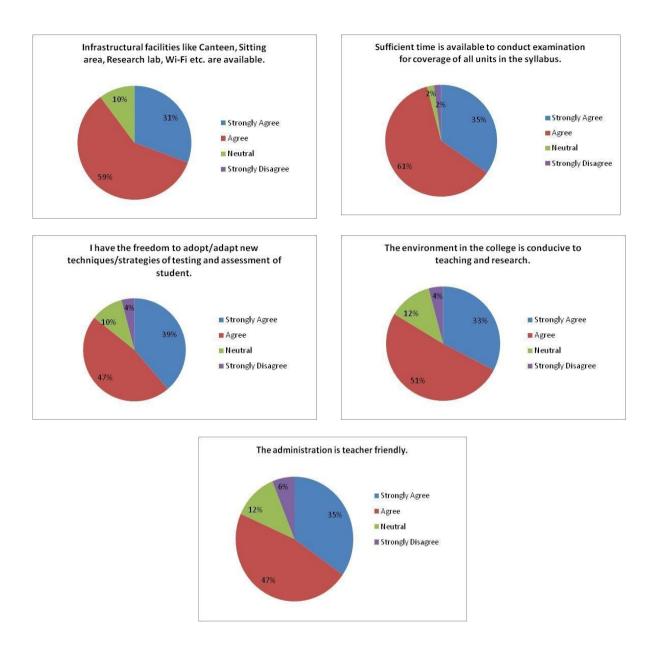


	techniques/strategies of testing and assessment of student.				
10	The environment in the college is conducive to teaching and research.	32.65	51.02	12.24	4.08
11	The administration is teacher friendly.	34.69	46.94	12.24	6.12





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#### **Conclusion:-**

All the teachers were satisfied with the facilities provided by the college. Some of the faculty suggested that research work should be more collaborate with the Industry so that maximum Students' interact with industry environment.



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### 3) Employers Feedback

To assess the Holistic Development and the skill traits developed in our College students during their stay in college i.e. Graduation or Post Graduation period, we have initiated the procedure of collecting feedback from their employers. All the employers are satisfied with the technical competency, communication skills, creativity, innovativeness of passed out graduates. They are equipped with both hard and soft skills that are required in workplace. All of them feel that the curriculum provided to them during their studies matched up the requirements of the outside world. According to employers, our College graduates maintain the cordial relations with other employees. They possesses the sense of responsibility and they can work as a team. They possess the qualities of creativity, leadership, self-motivation. They are open to new ideas and are responsible employees.

We appreciate and are grateful to the Employers who spare their valuable time to fill up this feedback form. It really helps and motivates the institute to perform better and enhance the capabilities of the students.

S No	Are you satisfied with the	Employer's Responses	in Percentage
	student'swork performance in area	Yes	No
1	Good Technical knowledge in the area of work.	100	0
2	Curriculum provided has sufficient knowledge in the area of work	100	0
3	Have general communication skills.	100	0
4	Working as part of a team.	100	0
5	Creative in response to workplace challenges.	100	0
6	Self-Motivated and taking an appropriate level of responsibility	100	0
7	Using technology and equipment at the workplace.	100	0



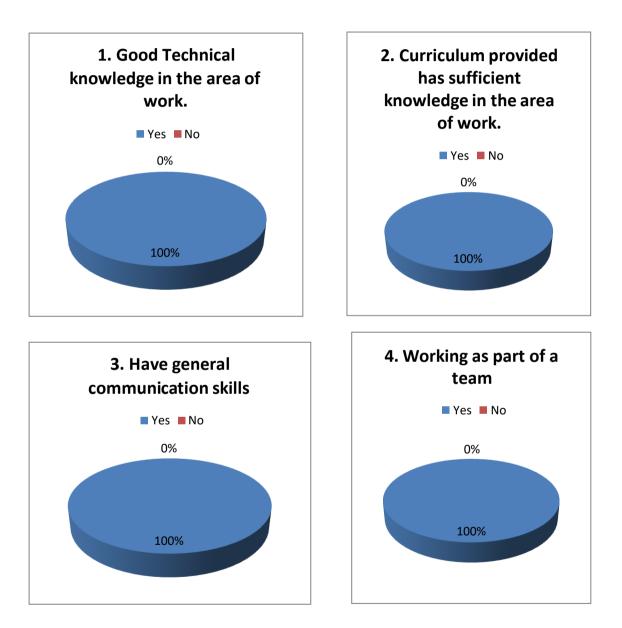
8	Ability to Manage and have leadership qualities.	100	0
9	Have Innovativeness, creativeness and	100	0



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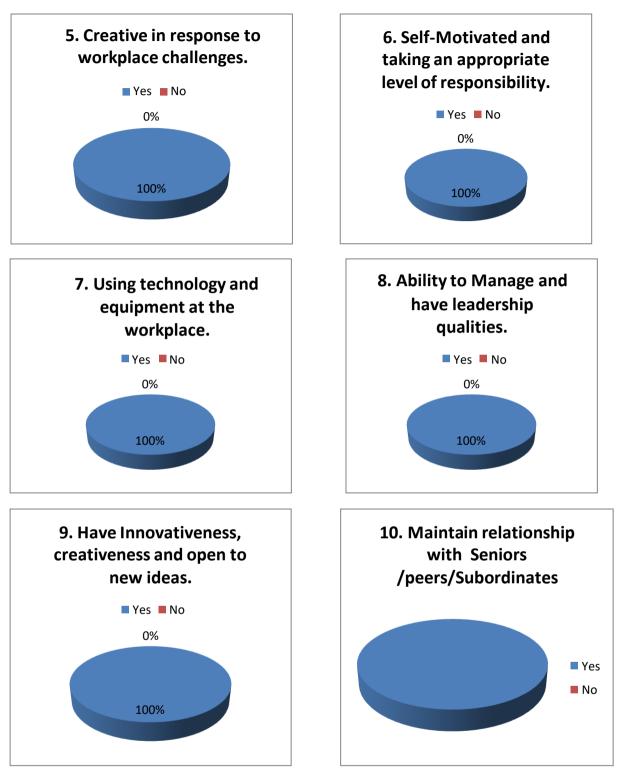
open to new ideas.		
Maintain relationship with seniors/peers/subordinates	100	0

**Remarks** :- All forms received from employers have been used for the analysis.





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### Conclusions

All the employers are satisfied by the curriculum, the expertise and proficiency of our graduates. The feedback testifies that our passed out graduates are instilled with creativity, innovativeness and self-motivation and are responsible team members



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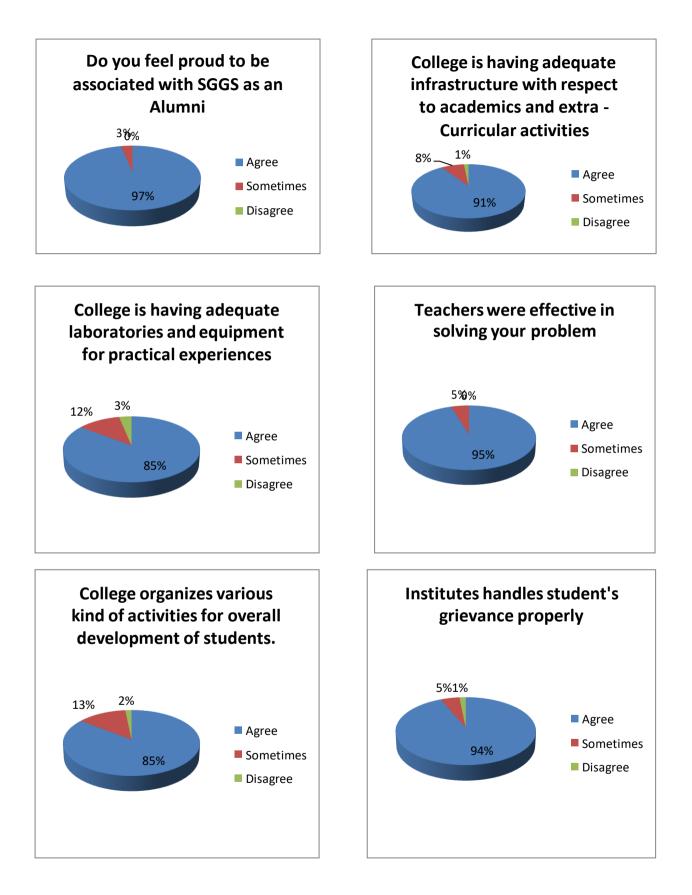
### 4. Alumni Feedback

Alumni are an integral part of any Organisation. They are emotionally and spiritually attached to the organisation. So to recognize their contribution Alumni Meet is conducted every year and their feedback and suggestions are collected on a specific Performa. Feedback obtained from them is analysed and their valuable suggestions are forwarded to concerned authorities for necessary action.

This year's Alumni Feedback analysis showed that the majority of the alumni were happy to be a part of this College and were willing to contribute to the welfare of the College and to do something for the future generations of the College.

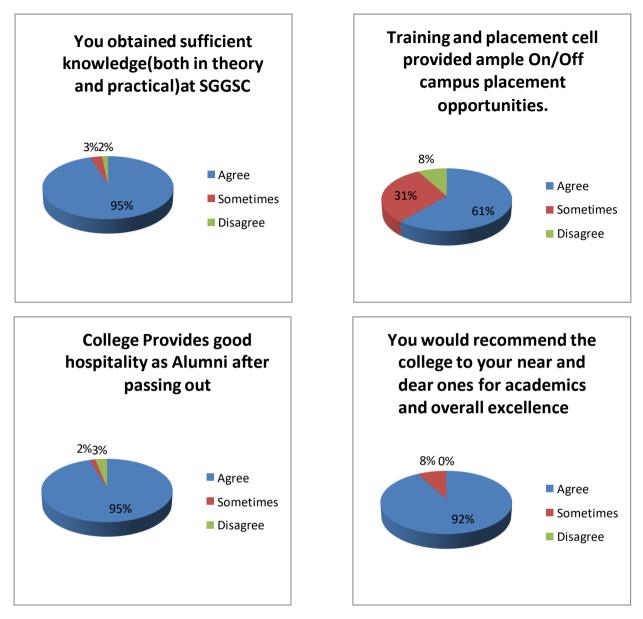
S No	Criteria	Values in Percentage (%)			
5 110	Criteria	Agree	Sometimes	Disagree	
1	Do you feel proud to be associated with SGGSC as an Alumni?	96.83	3.17	0.00	
2	College is having adequate infrastructure with respect to academics and extra - Curricular activities	90.63	7.81	1.56	
3	College is having adequate laboratories and equipment for practical experiences	85.25	11.48	3.28	
4	Teachers were effective in solving your problem	95.24	4.76	0.00	
5	College organizes various kind of activities for overall development of students.	85.48	12.90	1.61	
6	Institute handles student's grievance properly	93.65	4.76	1.59	
7	You obtained sufficient knowledge (both in theory and practical) at SGGSC	95.16	3.23	1.61	
8	Training and placement cell provided ample on/Off campus placement opportunities.	61.29	30.65	8.06	
9	College Provides good hospitality as Alumni after passing out	95.24	1.59	3.17	
10	You would recommend the College to your near and dear ones for academics and overall excellence.	92.06	7.94	0.00	







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### **Remarks:** -

These observations have been made by analyzing all the feedback forms for the year 2021-22.

### Conclusion: -

Alumni's feedback analysis showed that they were proud of their association with the College. Some of the alumni felt that the Grievance Cell needs to work more effectively. Training and Placement Cell needs significant improvement. Alumni were willing to give their services on a common platform with faculty. Some of the alumni wanted upgradation in the College library. Overall, they were satisfied with the institute and were ready to recommend this College to others for overall excellence.



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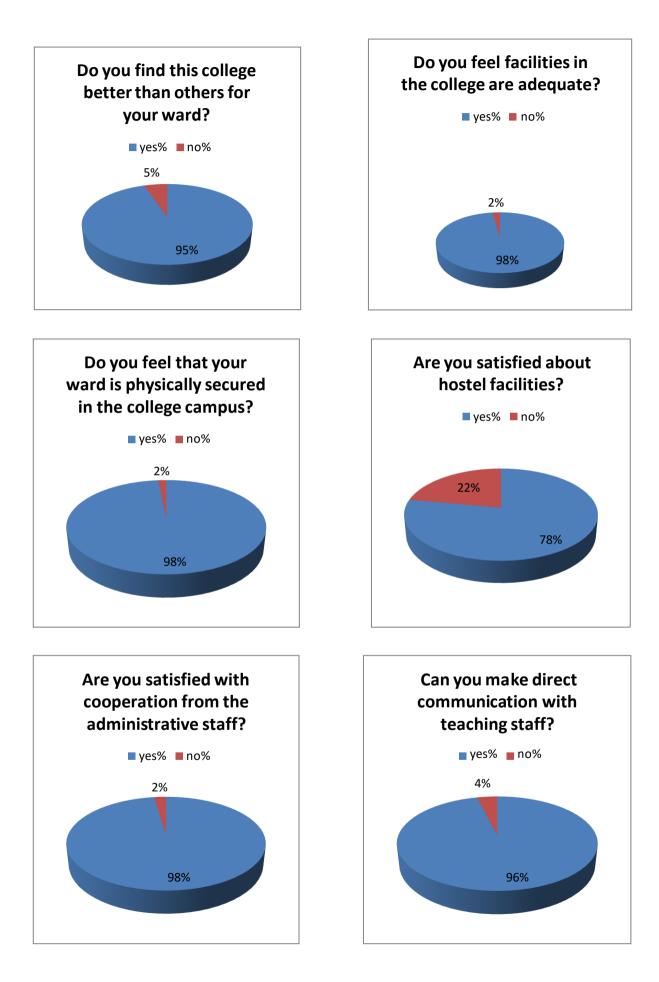
### 5) Parents Feedback

The feedback from the parents was collected to understand the student's education and activities in and around the college. Parents have entrusted the future of their children into our hands and thus they play a very important role in the development and enhancement of the quality of this learning experience. Feedback from parents allows the institute to evaluate its service provision and thus cater to providing excellent service towards the students.

Parents were satisfied with the good infrastructure of the college and have found it to be safe and secure for their children. Parents also found that the children have an overall good learning experience in the college as a result of the good knowledgeable faculties teaching the children thereby also ensuring the allround growth of the student's personalities. Parents were satisfied with the counselors and the mentors provided by the college from time to time.

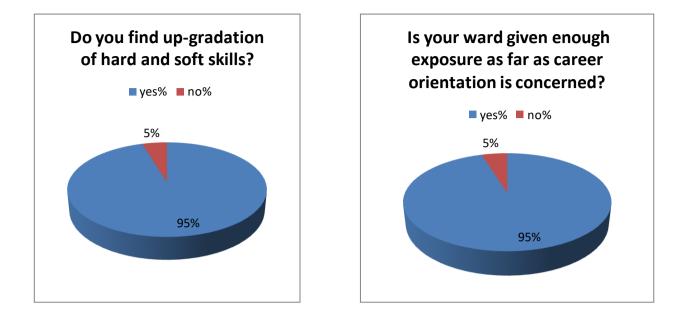
S.	Questions	Parents	Responses in
No		Percentage	e (%)
		Yes	No
1	Do you find this College better than others for your ward?	94.74	5.26
2	Do you feel facilities in the College are adequate?	97.71	2.29
3	Do you feel that your ward is physically secured in the	98.48	1.52
	College campus?		
4	Are you satisfied with hostel facilities?	77.92	22.08
5	Are you satisfied with cooperation from the	97.73	2.27
	administrative staff?		
6	Can you make direct communication with teaching staff?	96.12	3.88
7	Do you find up-gradation of hard and soft skills?	95.35	4.65
/	Do you find up-gradation of nard and soft skills?	73.33	4.03
8	Is your ward given enough exposure as far as career	95.24	4.76
	orientation is concerned?		







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# **SRI GURU GOBIND SINGH COLLEGE**

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Overall, Parents were satisfied with the institute and were ready to recommend this College to others for overallexcellence.



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### Action Taken Report based on Feedback from Stakeholders Session 2021-22

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. The college maintains an Institution Level Feedback Report. Feedback on curriculum and infrastructure is collected on a specific format from students, alumni, employers, faculty and parents. 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 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.

S.No.	Suggestions (2020-21)	Actions Taken(2021-22)
1.	Introduction of Skill	The College offers various Professional Courses designed
	development/Job oriented	by NSQF and affiliating university. A Certificate Course on
	Certificate Courses	Soft Skills and Personality Development has been framed
		by College Resource Centre for Soft Skill Development and
		Training in collaboration with Placement Cell. The
		institution is privileged to be a member of CII
		(Confederation of Indian Industry) to promote industry-
		academia linkages and impart quality education.
		In addition, several skill based Professional/Certificate
		courses are also offered:
		• Diploma in Journalism and Mass Communication (1
		year)
		Add-on Certificate Courses
		Add-on Certificate Course in E-Commerce
		• Add-on Certificate Course in E-Banking
		• Add-on Certificate Course in Floriculture and
		Landscape
		Add-on Certificate Course in Environment Auditing
		In addition, following certificate courses have been
		introduced by the Centre for Religious and Cultural Studies.
		Punjabi Language (Gurmukhi Script)
		• Gurmat Sangeet (Instruments: Harmonium, Rabaab, Tabla)
		<ul> <li>Gurbani Santheya – Sikh History and Bani Knowledge</li> </ul>
		Gatka – Martial Arts Form
		Spoken Tutorial IIT Bombay Courses: College continues its
		association with IIT Bombay through Spoken Tutorial
		progam for the students to enhance their IT, communication
		and others skills necessary for job prospects.
		Jerrer Jerrer
		One-week online UGC/CSIR NET classes for PG Students
		have been conducted from January 10-15, 2022.



	Coaching classes for competitive exams	
2.	To update the online examination system and collection of answer sheets during the COVID situation	Upgradation of online storage for collection of answer- sheets have been done. Dual mode of collection of examination answer-sheets (both online and offline) allowed for convenience of students. Students were allocated faculty members for resolution of examination related queries and problems.
3.	Upgrading of Infrastructure- Smart Classrooms, Laboratories, Sports Grounds/ Courts, Canteen, Hostel,	<ul> <li>Virasat Heritage Centre has been established on March, 2022 to display panels portraying the life of Sri Guru Gobind Singh Ji. It also display history of Sikh Educational Society and SGGS College.</li> <li>The project to expand the infrastructure of the PG Department of Commerce has been initiated with the aim of creating an entirely new block. The project will involve the construction of new classrooms, lecture halls/seminar rooms that are essential for the smooth functioning of the department.</li> <li>In addition, proposal for setting up of cafeteria on 3<sup>rd</sup> floor of the College has also been approved.</li> <li>The setting up of indoor game facility and reading room has also been initiated.</li> </ul>
	Expansion of Wifi facility and E-surveillance	The process of regularly updating WiFi networks is continually being carried out in response to emerging needs. The internet lease line speed has been upgraded to 300 MBPS, offering faster and smoother internet connectivity. In order to ensure maximum security, the regular maintenance and supervision of CCTV cameras installed at specific points have been undertaken. The regular maintenance of the CCTV cameras includes periodic checks for any defects or malfunctions, such as damaged lenses or faulty wiring. Additionally, the storage systems and servers
		are maintained to ensure that the footage is saved and accessible when needed.
4.	Increasing the use of renewable resources and creating awareness	The college has been working on several initiatives to increase the use of renewable resources. It is exploring the possibility of installing more solar panels to increase the generation of renewable energy. The college has been proactive in promoting sustainable practices and educating students and staff about renewable energy. To achieve this, several awareness campaigns and workshops have been conducted in collaboration with various organizations. For example



		<ul> <li>An MoU has also been signed with a Recycling Vendor who collects the milk packets every month.</li> <li>A workshop was conducted on the theme of "Combating Carbon Footprints" on September 6, 2021.</li> <li>An expert lecture was organized on the topic of "Nature Conservation" on July 28, 2021.</li> <li>The college also celebrated World Ozone Day on September 16, 2021, in association with the Dharat Suhavi Environment Society and Campus Beautification Committee.</li> <li>Furthermore, the college promoted eco-friendly Diwali celebrations by organizing a "Green Diwali" event in collaboration with the Dharat Suhavi Environment Society on November 3, 2021.</li> </ul>
5.	Availability of wider range of books, reference books and additional e-resources in the Library	To save time for borrowing and issuing of the books and to maintain social distancing during Covid, Bhai Kahn Singh Nabha Library launched Click and Collect Service through WeboPAC login facility. The library has 51,838 books, 700+ back volumes of journals and 361 audio-visual collections. It subscribes to 16 newspapers, 25 journals (including 14 e-journals) and 18 magazines. Remote access to N-List, Delnet and National Digital Library of India (NDLI) databases is subscribed by the College Bhai Kahan Singh Nabha Library Blog Website provides access to Panjab University Syllabi, Panjab University Question Papers, College News Clippings, Newly added books and journals and share links of UGC Open
6.	Need of more activities to be undertaken by Placement and Career Counselling Cell	<ul> <li>Educational Resources</li> <li>The College's Training and Placement Cell offers placement opportunities and career counseling for students through awareness programs to enhance their employability.</li> <li>The College obtained the Confederation of Indian Industries (CII) Membership to stay updated on industrial innovations and to enhance placement opportunities. An Interactive Session on 'Role of Social Media for Start-ups' conducted by Ms Ritika Singh from CII on Oct 21, 2021.</li> <li>During the pandemic period, online pre-placement drives were organized.</li> </ul>



		<ul> <li>Virtual Recruitment Drive by SPM Wealth Pvt Ltd on Jun 15, 2021.</li> <li>A pre-placement drive by Coronis IT Systems Private Limited on Nov 10, 2021.</li> <li>In addition, several Awareness programmes and Workshops related to enhancement of employability skill were conducted. Some examples include:</li> </ul>
		<ul> <li>Awareness Programme by the Staff Selection Commission (NWR), Chandigarh regarding recruitment of various Group B &amp; C Posts in Central Govt Departments – an ICONIC event under the 'Azadi Ka Amrit Mahotsav' on Apr 22, 2022;</li> <li>Interactive Workshop on the theme 'Soft Skills Workshop: Preparing Effective CV and Interview Skills' in collaboration with the RCSSDT. The interactive sessions over a period of six days (Apr 26- May 02, 2022) conducted;</li> <li>Webinar on 'Job Prospects and Career Opportunities in the field of Punjabi' in collaboration with the Centre for Sikh and Cultural Studies on Feb 21, 2022.</li> </ul>
7.	Access to clean and	SGGS College has taken measures to ensure that its
	hygienic amenities-	students and staff have access to basic amenities required
	Washrooms, sanitation,	for a healthy and safe environment.
	First aid, drinking water	• The college provides clean and well-maintained washrooms, separate facilities for males and females, and a proper sanitation system to ensure hygiene on campus.
		• The College has constituted a Cleanliness and Sanitation Committee. The committee ensures that a regular cleaning schedule is followed and takes
		measures ensuring hygiene and cleanliness in the
		<ul><li>campus.</li><li>Water coolers are installed in various locations</li></ul>
		across the campus to provide clean drinking water to the students and staff.
		• The college also has a dedicated first aid room
		equipped with essential medical supplies, and trained staff members are available to provide first aid services in case of emergencies.
		• First- Aid Training Certificate Course in
		collaboration with Indian Red Cross Society, Chandigarh for faculty, both Teaching and Non-



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		<ul> <li>Teaching, and students was conducted from September 14-17, 2021.</li> <li>Waste management measures have been initiated in a systematic manner by sensitizing the Mess employees, sweepers and gardeners about segregation of wastes.</li> </ul>
8.	Separate NCC unit for girls	SGGS College has an active NCC Army Senior Wing for Girls that provides opportunities for female students to participate in military-related activities and social service programs. The cadets undergo rigorous training in physical fitness, and other military-related activities. The NCC Army Senior Wing for Girls also organizes various social service activities and cultural events to develop the cadets as responsible citizens.
9.	Provision of financial support in the form of Scholarships and Freeshis to more number of needy students	Various scholarship schemes are available for students, including POSE, post-matric scholarships, and prime minister's scholarship schemes. Other schemes include scholarships for single girl children, economically backward class students, and sports players. During the year, 233 students benefited from government scholarships, and 394 students received scholarships, free ships, and other aid from institutions and non-government agencies.

Dr Navjot Kaur Principal