

## **Feedback Analysis Report**

**(2018-19)**

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

To strengthen the Quality education regular feedback is collected from students. They actively participate in this process and give their feedback on courses, syllabi and subject evaluation.

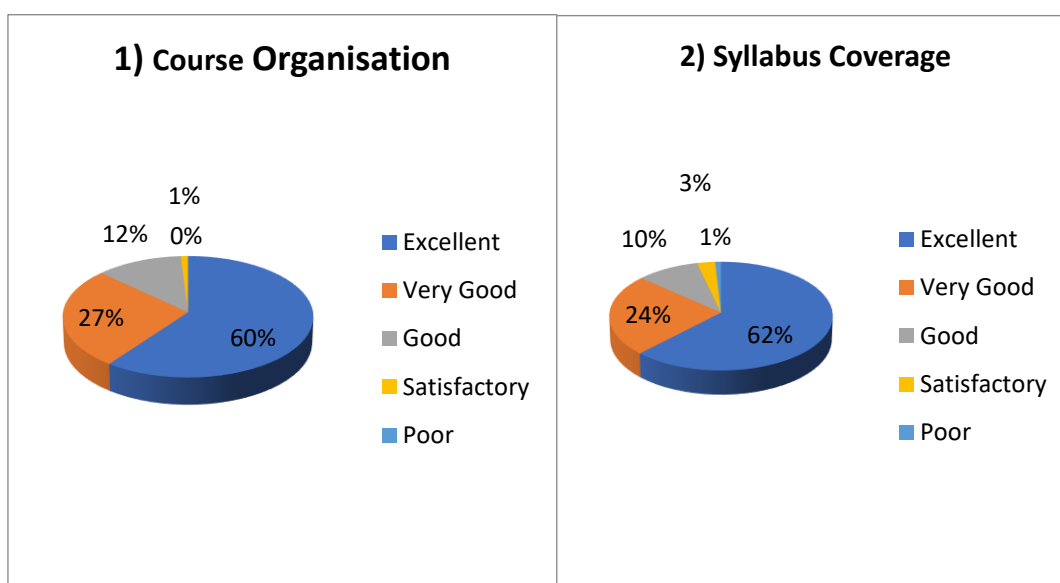
The analyses revealed that the majority of the students are satisfied with the course organisation and syllabus coverage. The analysis further pointed out that there is emphasis on building concepts and its applications. Almost all the students admitted that the syllabus was covered from basic to advanced level and relevant study material was available for them. The assignments provided to them for practice were sufficient. Nearly seven percent still felt the need for improvement in the evaluation process.

Almost all the students are satisfied with the evaluation Process, attitude of faculty and their availability for students. They also feel that the syllabus is covered in time and the faculty have command on their respective subjects.

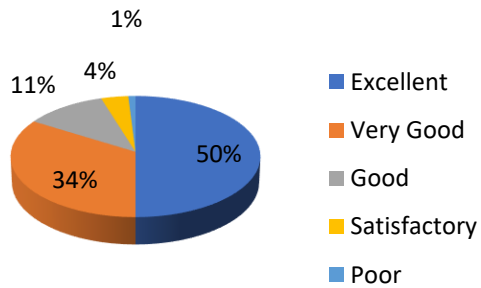
S No	Criteria	Values in Percentage				
		Excellent	Very good	Good	Satisfactory	Poor
1	Course Organisation	60.1	26.9	12.0	1.0	0.0
2	Syllabus Coverage	62.2	24.4	9.7	2.8	0.9
3	Stress on concept building	50.0	33.8	11.4	3.8	1.0
4	Thrust on application of concepts learnt	53.2	26.4	14.9	5.0	0.5
5	Content coverage- from zero level to advanced	48.3	34.6	10.0	5.2	1.9

<b>6</b>	Availability of relevant study material	52.2	25.1	17.9	4.3	0.5
<b>7</b>	Practice through assignments	45.1	31.9	15.0	6.1	1.9
<b>8</b>	Evaluation via tests and viva-voce	50.0	23.4	19.6	4.9	2.2
<b>9</b>	Concept clarity and skills developed	58.6	17.8	18.3	3.7	1.6
<b>10</b>	Overall rating of the course	55.4	26.2	14.4	3.5	0.5
<b>11</b>	The teacher completes the entire syllabus in time	68.1	21.4	4.3	3.8	2.4
<b>12</b>	The teacher has subject knowledge	71.5	19.8	6.8	0.5	1.4
<b>13</b>	The teacher communicates clearly and inspire me by his/her teaching	66.4	20.4	8.1	4.3	0.9
<b>14</b>	The teacher comes well prepared in the class	70.0	23.6	3.9	1.0	1.5
<b>15</b>	The teacher encourages participation and discussion in the class	61.7	24.8	8.7	2.9	1.9

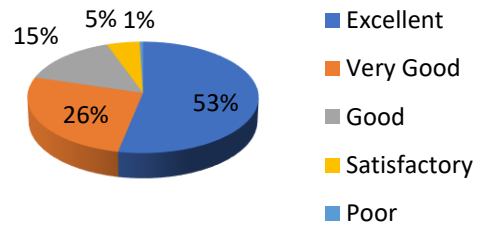
<b>16</b>	The teacher uses teaching aids	49.5	28.9	13.2	3.9	4.4
<b>17</b>	The teacher's attitude towards students is friendly & helpful	61.9	23.8	7.4	5.0	2.0
<b>18</b>	The evaluation process is fair and unbiased	54.0	27.8	14.1	2.0	2.0
<b>19</b>	The teacher is available and accessible in the department	63.9	21.0	11.2	2.0	2.0



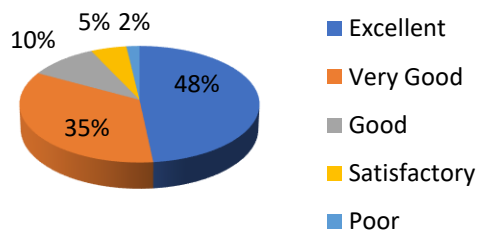
### 3) Stress on concept building



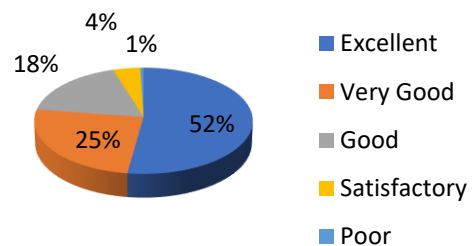
### 4) Thrust on application of concepts learnt



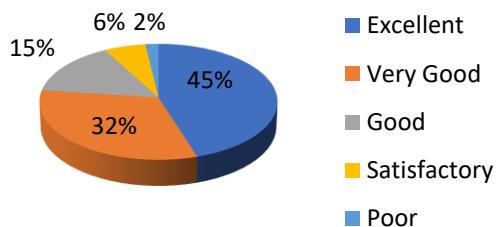
### 5) Content coverage-from zero level to advanced



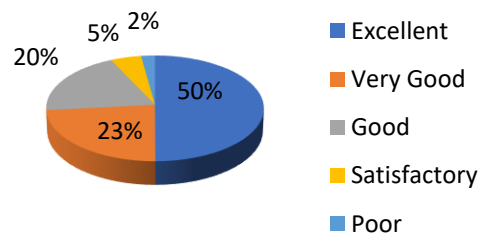
### 6) Availability of relevant study material



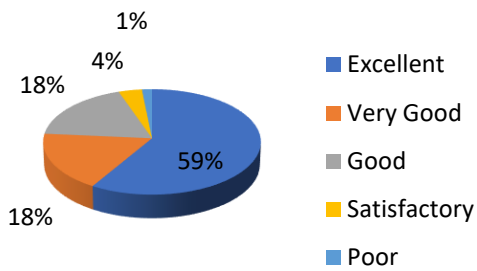
### 7) Practice through assignments



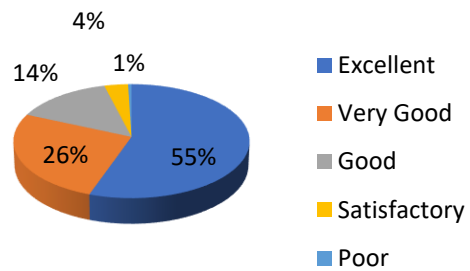
### 8) Evaluation via tests and viva-voce



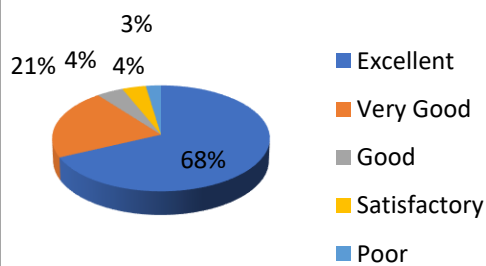
**9) Concept clarity and skills developed**



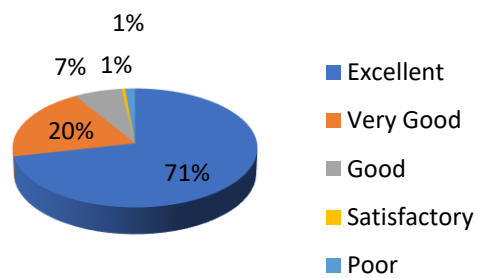
**10) Overall rating of the course**



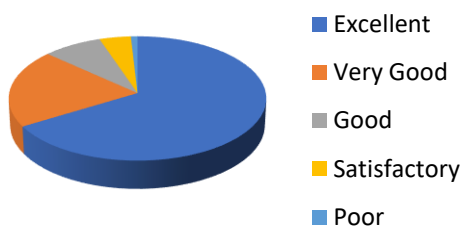
**11) The teacher completes the entire syllabus in time**



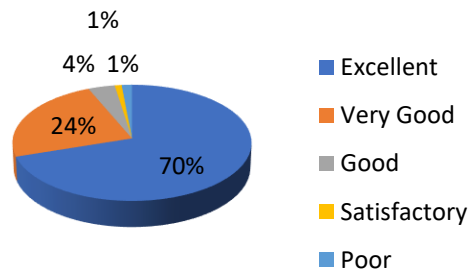
**12) The teacher has subject knowledge**



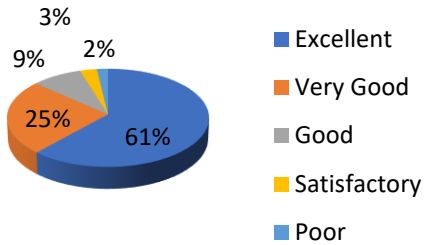
**13) The teacher communicates clearly and inspire me by his/her teaching**



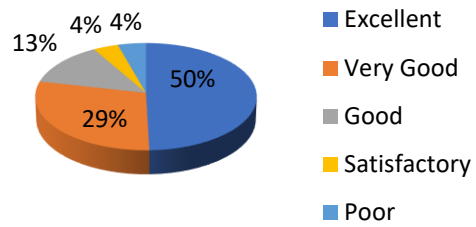
**14) The teacher comes well prepared in the class**



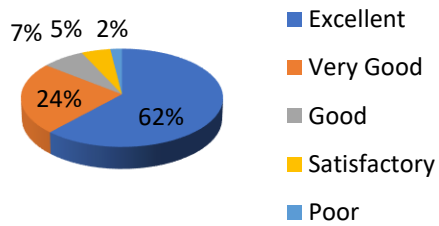
**15) The teacher encourages participation and discussion in the class**



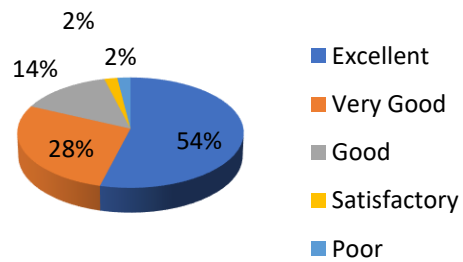
**16) The teacher uses teaching aids**



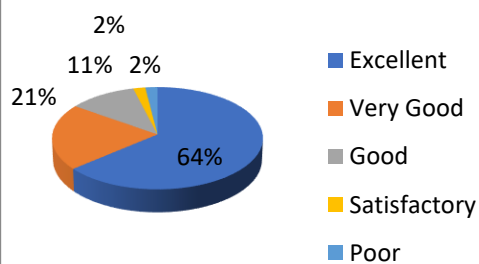
**17) The teacher's attitude towards students is friendly & helpful**



**18) The evaluation process is fair and unbiased**



**19) The teacher is available and accessible in the department**

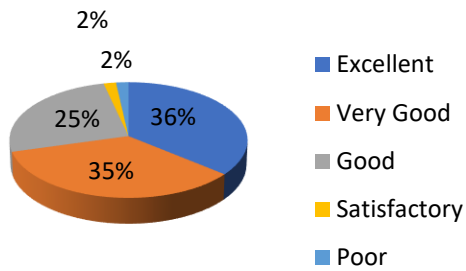


## (ii) Institution Infrastructure

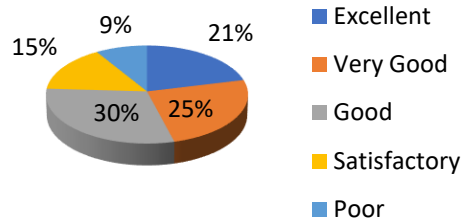
This section collects feedback on infrastructure to do the necessary upgradation. Majority of the students feel that the laboratories are well equipped. More than eighty percent of the students are satisfied with the basic amenities, but around nine percent of them want improvement in basic amenities like drinking water and sanitation. Similarly around seventeen percent of the students feel that the Medical Room (Bhai Kanhaiya Health Centre) and Girls Common Room should be upgraded. Most of the students are also satisfied with Hostel, Canteen and Mess, but few of them think that the infrastructure of Hostel, Canteen and Mess needs improvement and upgradation.

S No	Criteria	Values in Percentage				
		Excellent	Very Good	Good	Satisfactory	Poor
1	Laboratories	35.9	34.7	25.7	1.8	1.8
2	Basic amenities - Drinking water and sanitation	21.2	24.7	30	15.3	8.8
3	Medical Room	21.1	19.3	27.7	15.1	16.9
4	Girls Common room	27.6	18.6	26.2	10.3	17.2
5	Hostel	25.8	22.5	27.8	16.6	7.3
6	Canteen and Mess	24.3	23.3	28	18	6.3

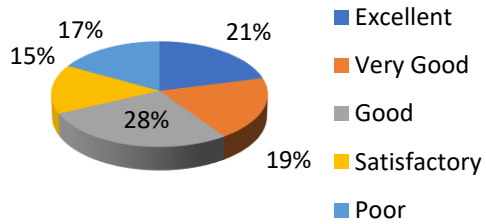
### 1) Laboratories



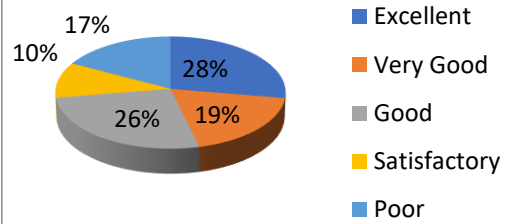
### 2) Basic amenities - Drinking water and sanitation



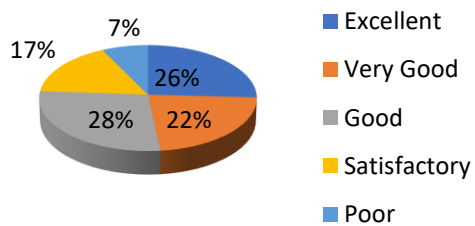
### 3) Medical Room



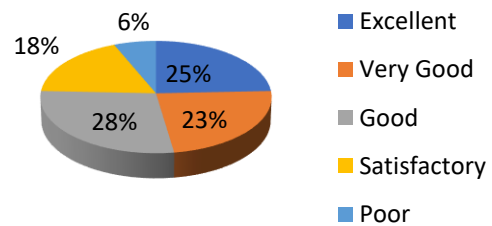
### 4) Girls Common room



### 5) Hostel



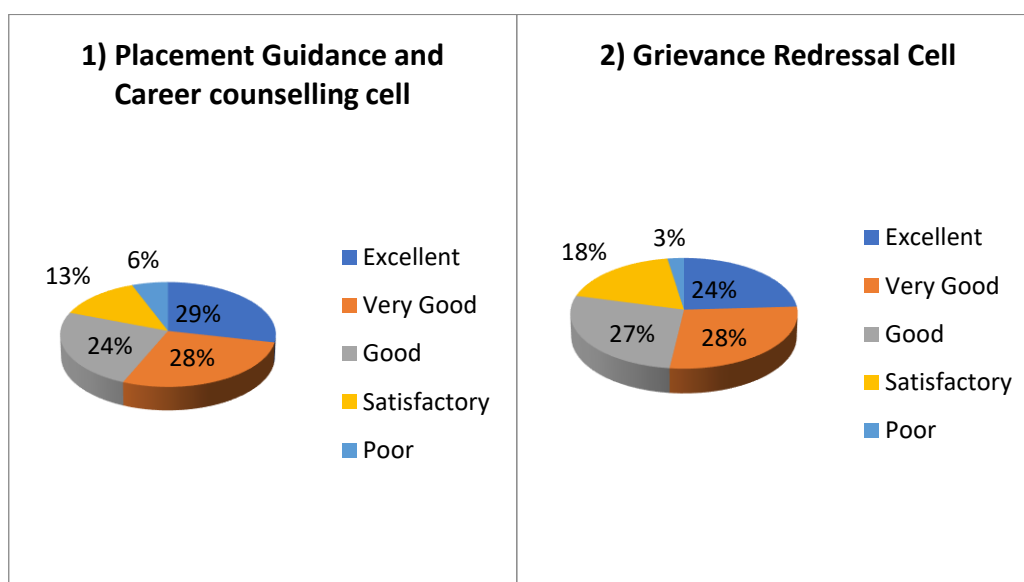
### 6) Canteen and Mess



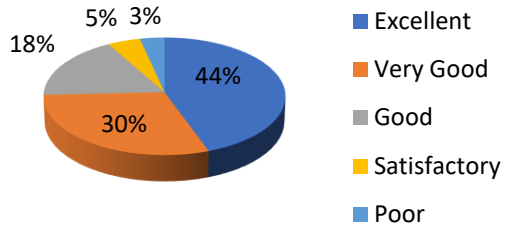
### (iii) Administration

This section of the feedback emphasises on the administration of several cells functioning in the College and their activities. Most of the students are found to be satisfied with the working of Grievance Redressal Cell, Anti- Ragging Cell, Anti-Sexual Harassment Cell, and office, administration. About six percent of the students feel that Placement Guidance and Career Counselling Cell need to work more effectively and hostel administration needs improvement. Roughly ten percent of the students think that the Student Council needs to work more actively.

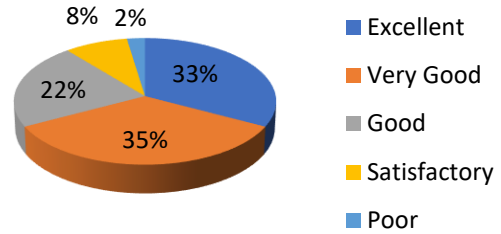
S No	Criteria	Values in Percentage				
		Excellent	Very good	Good	Satisfactory	Poor
1	Placement Guidance and Career Counselling Cell	28.5	27.9	24.4	13.4	5.8
2	Grievance Redressal Cell	24.1	27.8	27.2	18.4	2.5
3	Anti-Ragging Cell	44.4	29.8	17.5	4.7	3.5
4	Office Administration and student interaction	32.7	34.5	21.8	8.5	2.4
5	Student council Association	29.6	28.4	20.4	11.1	10.5
6	Hostel Administration	21.3	31.9	30.5	10.6	5.7
7	Anti-Sexual Harassment Cell	43.1	30.6	11.9	9.4	5



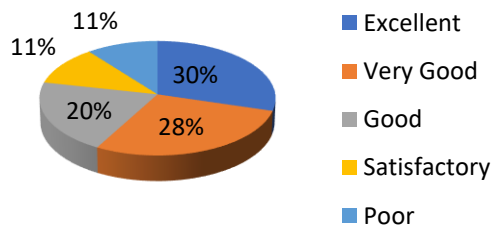
### 3) Anti-Ragging Cell



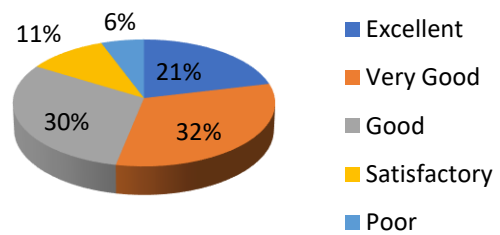
### 4) Office Administration and student interaction



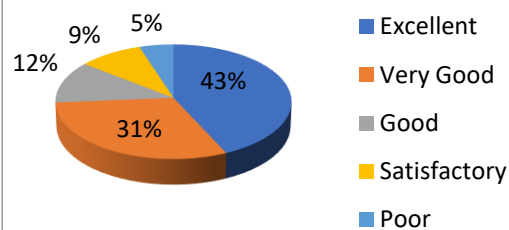
### 5) Student council Association



### 6) Hostel Administration



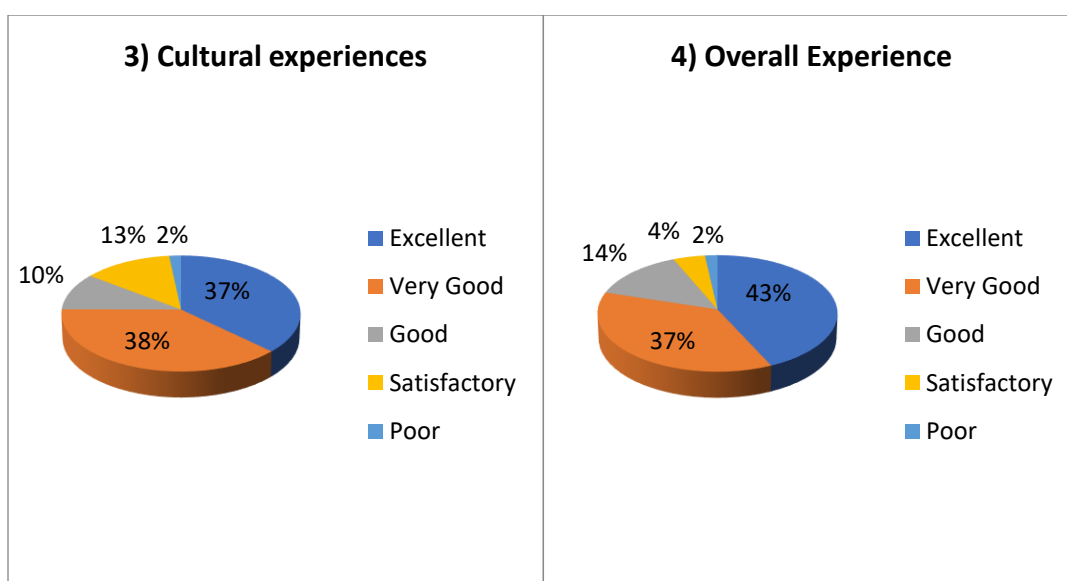
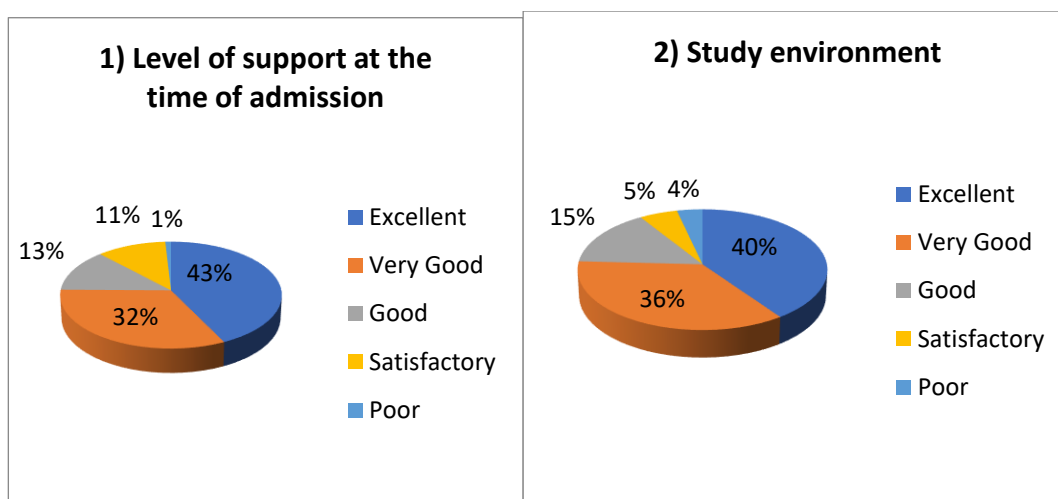
### 7) Anti-Sexual Harassment Cell



#### iv) Foreign Students

Feedback is regularly collected from foreign students to provide them with a comfortable environment. Most of the foreign students are satisfied with the level of support they received at the time of admission. They are also satisfied with the overall experience, but few of them feel that the study environment needs to be improved.

S No	Criteria	Values in Percentage (%)				
		Excellent	Very Good	Good	Satisfactory	Poor
1	Level of support at the time of admission	42.7	32.5	12.8	11.1	0.9
2	Study environment	40.2	35.7	15.2	5.4	3.6
3	Cultural experiences	37.1	37.9	10.3	12.9	1.7
4	Overall Experience	43.1	36.7	13.8	4.6	1.8



**Conclusion:-** Feedback is a mechanism that helps to feel the pulse of students' minds. The

analysis reported that students are satisfied with the majority of the services. Medical Room, drinking water and sanitation, and role of student council are some of the areas where improvement is needed. Foreign students are also satisfied with the overall experience.

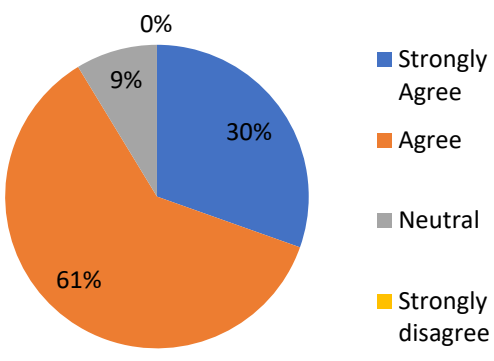
## 2. Teacher Feedback

Faculty are important stakeholders in a College and their feedback is important to get useful insights for the smooth and effective functioning of the College. The analysis of feedback collected from faculty revealed that all the faculty believe that merit is recognized, distribution of work among staff is fair, and the administration is faculty friendly. Faculty also feel that the library is well equipped and sufficient infrastructural facilities are available in the College. The analysis further pointed out that the environment in the College is conducive to teaching and research and the faculty enjoy freedom in adopting techniques and strategies to assess students.

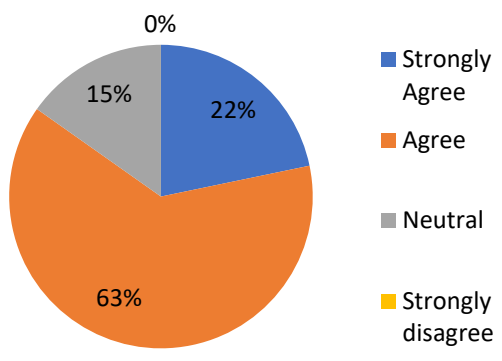
S. No.	Questions	Teacher Responses in Percentage (%)			
		Strongly Agree	Agree	Neutral	Strongly disagree
1	The merit of teachers is recognized.	30.43	60.87	8.70	0.00
2	The work distribution among staff is fair	21.74	63.04	15.22	0.00
3	The system followed by the College for the implementation of curriculum is effective.	27.08	68.75	4.17	0.00
4	Regular meetings of the teaching and non-teaching staff are held for the smooth and effective functioning of the College.	22.92	62.50	14.58	0.00
5	Course content is covered by corresponding reference material.	25.00	70.83	4.17	0.00
6	Sufficient number of prescribed books are available in the Library.	9.09	68.18	22.73	0.00
7	Infrastructural facilities like Canteen, Sitting area, Research lab, Wi-Fi etc. are available.	20.45	68.18	11.36	0.00
8	Sufficient time is available to conduct examinations for coverage of all units in the syllabus.	31.25	58.33	8.33	2.08
9	I have the freedom to adopt/adapt new techniques/strategies of testing and assessment of students.	41.67	56.25	2.08	0.00
10	The environment in the College is conducive to teaching and research.	26.67	64.44	8.89	0.00

11	The administration is teacher friendly.	22.92	58.33	18.75	0.00
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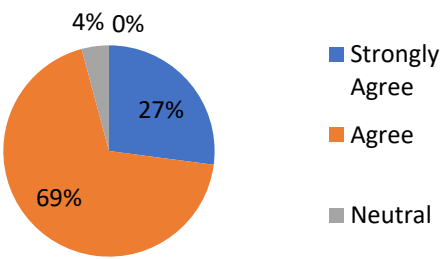
**The merit of teachers is recognized.**



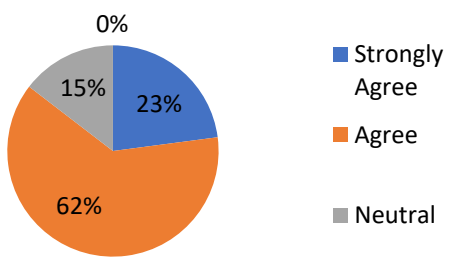
**The work distribution among staff is fair**



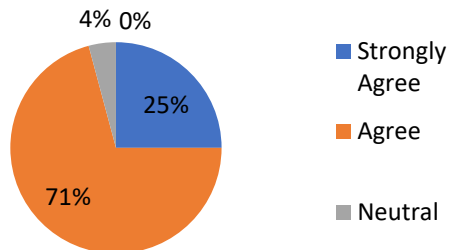
**The system followed by the College for the implementation of curriculum is...**



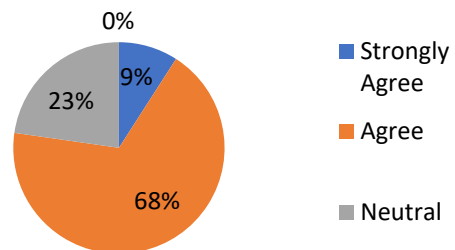
**Regular meetings of the teaching and non-teaching staff are held for the smooth...**



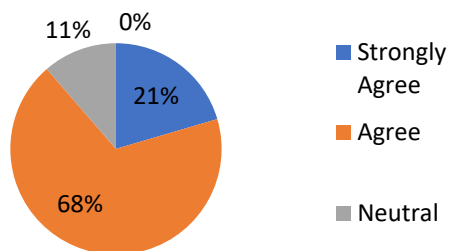
**Course content is covered by corresponding reference material.**



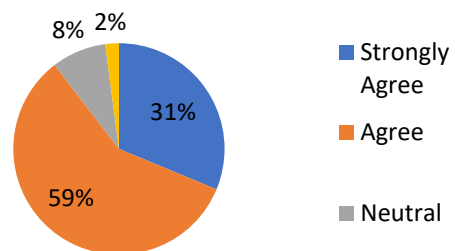
**Sufficient number of prescribed books are available in the Library.**



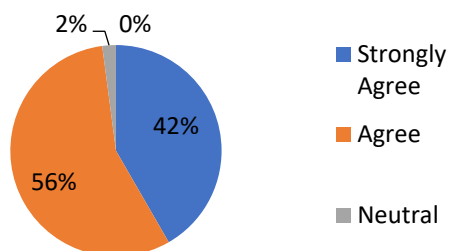
**Infrastructural facilities like Canteen, Sitting area, Research lab, Wi-Fi etc. are...**



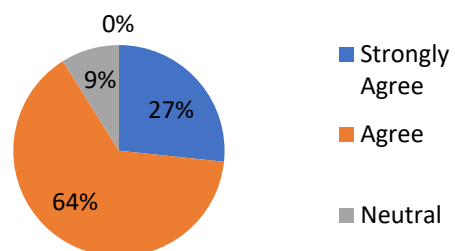
**Sufficient time is available to conduct examination for coverage of all units...**

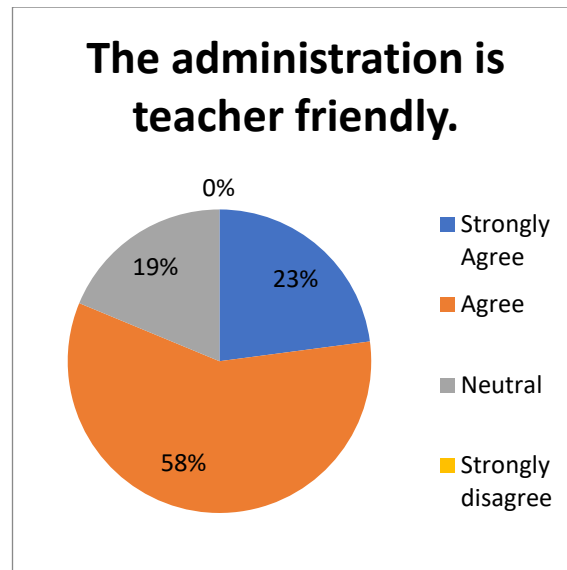


**I have the freedom to adopt/adapt new techniques/strategies of testing and...**



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





**Conclusion:** The analysis reported that most of the faculty think that merit is recognized and the system followed by the College in the implementation of the curriculum is effective. Teaching and non- teaching staff collaboratively work for the smooth and effective functioning of the College.

### 3. Alumni Feedback

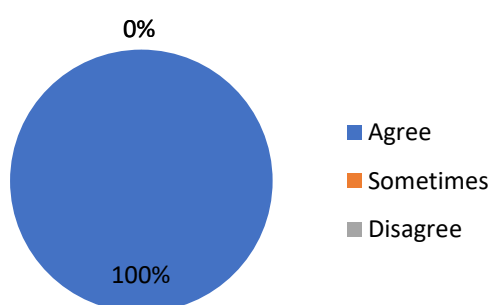
The College views its alumni as a valuable source of information. Alumni feedback offers important perspectives for evaluating academic activities and infrastructure. The analysis of their feedback revealed that all alumni feel proud to be associated with the College and believe that the College has adequate infrastructure and the laboratories are well equipped. They also believe that the College organises several activities for the overall development of the students and they would like to recommend the College to others for admission.

#### a) Alumni Feedback\*

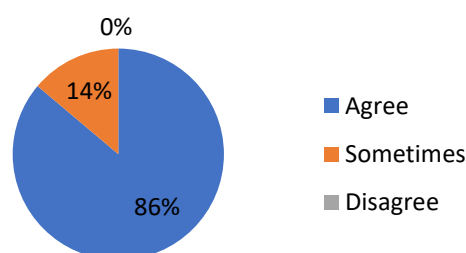
S No	Criteria	Values in Percentage (%)		
		Agree	Sometimes	Disagree
1	Do you feel proud to be associated with SGGSC as an Alumni	100.00	0.00	0.00
2	College is having adequate infrastructure with respect to academics and extra - Curricular activities	86.15	13.85	0.00
3	College is having adequate laboratories and equipment for practical experiences	94.92	5.08	0.00
4	Teachers were effective in solving your problem	98.41	1.59	0.00
5	College organises various kind of activities for overall development of students.	93.44	6.56	0.00
6	institutes handles student's grievance properly	95.08	4.92	0.00
7	You obtained sufficient knowledge(both in theory and practical)at SGGSC	96.55	3.45	0.00

8	Training and placement Cell provided ample On/Off campus placement opportunities.	78.43	21.57	0.00
9	College Provides good hospitality as Alumni after passing out	92.19	7.81	0.00
10	You would recommend the College to your near and dear ones for academics and overall excellence	95.16	4.84	0.00

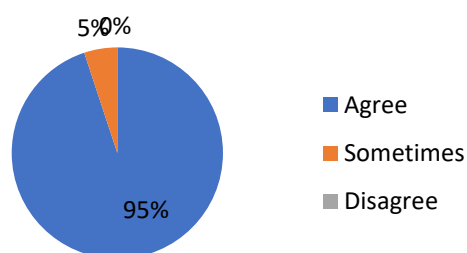
**Do you feel proud to be associated with SGGSC as an Alumni**



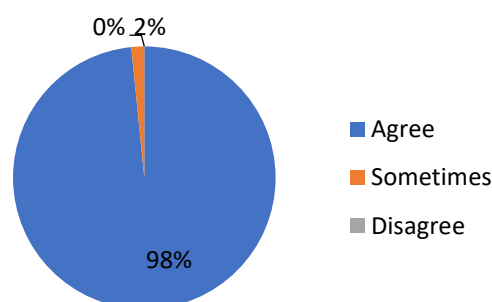
**College is having adequate infrastructure with respect to...**



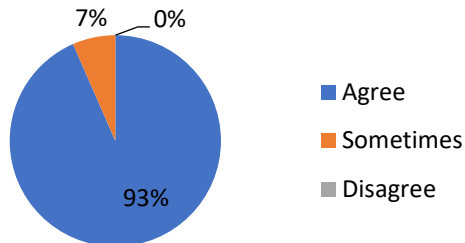
**College is having adequate laboratories and equipment for...**



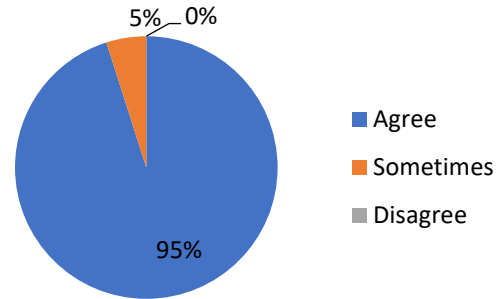
**Teachers were effective in solving your problem**



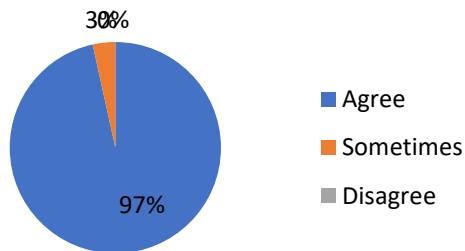
**College organizes various kind of activities for overall development of...**



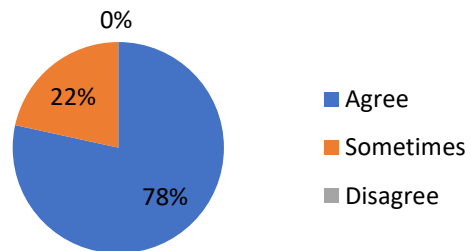
**institutes handles student's grievance properly**



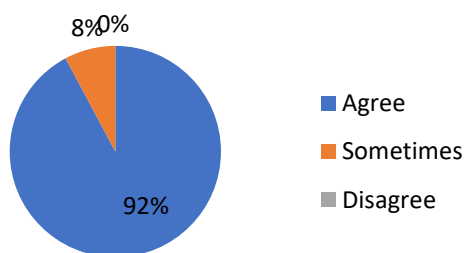
**You obtained sufficient knowledge(both in theory and...**



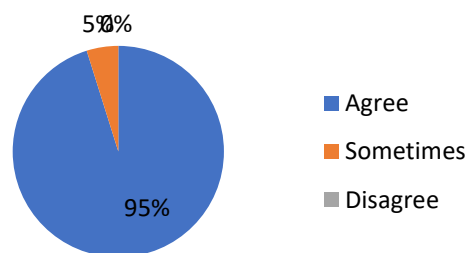
**Training and placement cell provided ample On/Off campus...**



**College Provides good hospitality as Alumni after passing out**



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



**Conclusion:-**

The purpose of collecting alumni feedback is to obtain alumni input on the quality of education they received and to assess the contribution of College in their overall personality development. The analysis of the feedback highlighted that all alumni received sufficient knowledge in theory and practical as students and the activities organised by the College contributed to their overall development.

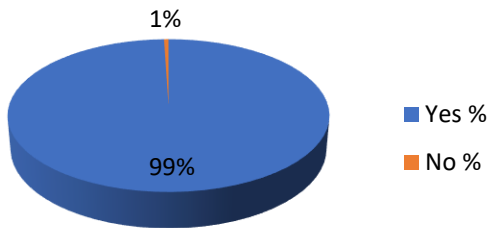
#### 4. Parents Feedback

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 can help in enhancing teaching learning process as parents can provide useful insights on several aspects concerning academics, infrastructure, security arrangements and safety measures. The feedback from the parents was collected through online mode.

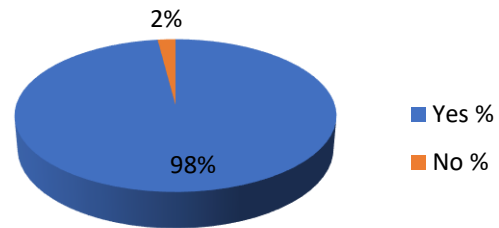
Almost all the parents found the College better for their wards compared to other Colleges and are satisfied with the security measures adopted by the College. Approximately ninety eight percent of the respondents think that the College has adequate facilities and feel that the attitude of administrative staff is cooperative. Ninety five percent of parents believe that there has been an up-gradation of hard and soft skills and the College has given enough exposure to their wards as far as career orientation is concerned. About twenty five percent of the parents are not satisfied with the hostel facilities and want some additional facilities in the hostel.

Criteria	Yes %	No %
Do you find this College better than others for your ward?	99.49	0.51
Do you feel facilities in the College are adequate?	97.96	2.04
Do you feel that your ward is physically secured in the College campus?	97.25	2.75
Are you satisfied about hostel facilities?	75.35	24.65
Are you satisfied with cooperation from the administrative staff?	98.17	1.83
Can you make direct communication with the teaching staff?	97.11	2.89
Do you find up-gradation of hard and soft skills?	95.00	5.00
Is your ward given enough exposure as far as career orientation is concerned?	96.80	3.20

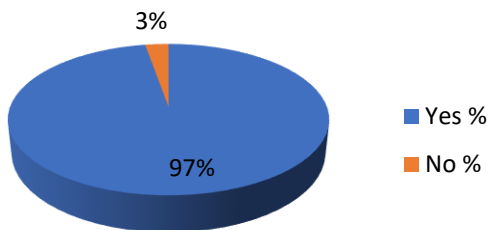
**Do you find this college better than others for your ward?**



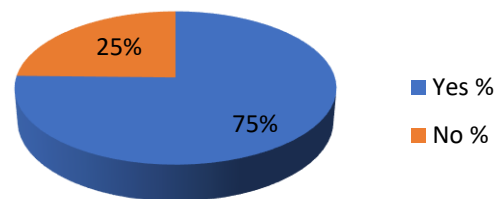
**Do you feel facilities in the college are adequate?**



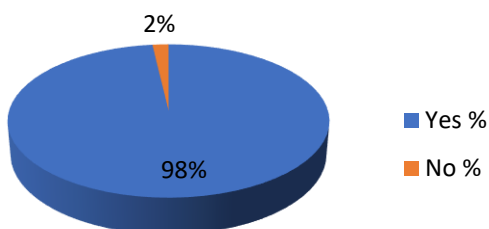
**Do you feel that your ward is physically secured in the college campus?**



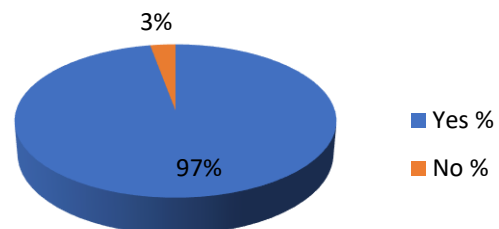
**Are you satisfied about hostel facilities?**

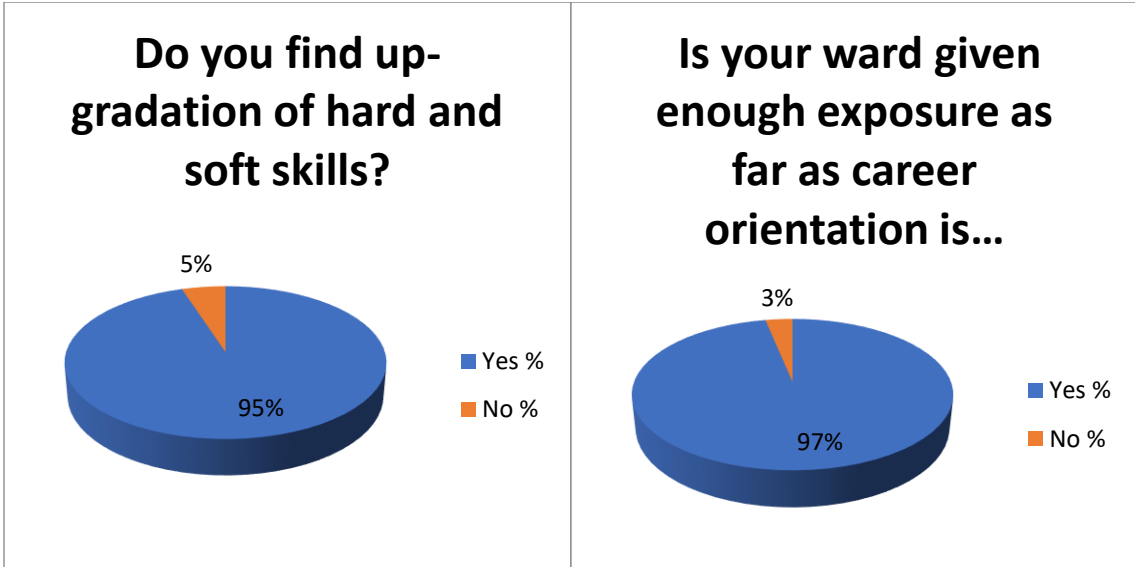


**Are you satisfied with cooperation from the administrative staff?**



**Can you make direct communication with teaching staff?**





**Conclusion:** Feedback taken from parents reflects the trust shown by parents in the College. Analysis of the feedback forms shows that the majority of the parents were satisfied with their ward's performance and facilities being offered by the College. Some of the parents feel that some additional facilities should be provided to hostlers.



# SRI GURU GOBIND SINGH COLLEGE

(Co-educational, Affiliated to Panjab University, Chandigarh)

Sector-26, Chandigarh -160019. (0172) 2792754, Telefax: (0172) 2790312

## Action Taken Report based on Feedback from Stakeholders

### Session 2018-19

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 and alumni. Data collected is consolidated and a report is prepared and analysed. Suggestions/feedback given by the stakeholders is passed to concerned authorities to take necessary action and accordingly, plans for the next academic session are prepared.

S No	Suggestions obtained through feedback form (2017-18)	Implementations (2018-19)
<b>Student Feedback:-</b>		
1	Online admission facility required	<ul style="list-style-type: none"><li>College Automaton (Online Admission Fee Payment and Online Attendance) has been successfully implemented</li></ul>
2	New courses should be added at the PG level  Crash courses should be offered for skill development	<ul style="list-style-type: none"><li>M.Sc Physics and MA Sociology were introduced</li><li>Various co-opted courses have been implemented in the current session in the subjects of MA Sociology</li><li>Collaboration with IIT Spoken Tutorial. Students were sensitized about various courses on the Portal.</li></ul>
3	Laboratories should be upgraded with new apparatus	<ul style="list-style-type: none"><li>Deep freezer was added to the Department of Chemistry.</li></ul>
4	Up gradation of the available infrastructure and sports ground/court.  e-surveillance in campus is a must	<ul style="list-style-type: none"><li>With funds MHRD-RUSA, construction of an international standard basketball and lawn tennis courts is underway. College furnished Basketball Ground/Court, Volleyball Court, Tennis Court, Archery Range, Table Tennis and Fitness Center with advanced equipment.</li><li>Up gradation of Girl's common room, S Hari Singh Nalwa Hall, Staff Room, Library and Labs has been done</li><li>For better security and safety, the whole campus is under E-surveillance.</li></ul>

S.No	Suggestions obtained through feedback form (2017-18)	Implementations (2018-19)
5	Requirement of book titles and reference books in the library	<ul style="list-style-type: none"> <li>• New books in the subject of Chemistry, Sociology, Religion, General, Commerce and Economics have been added.</li> <li>• The electronic reading resources can be accessed by staff and students.</li> </ul>
6	More activities should be taken up by the Placement and Career Counseling Cell	<ul style="list-style-type: none"> <li>• The Placement Cell organized various Recruitment Drives, Workshops Lectures and Interactive Session with experts</li> <li>• The Innovation Cell has been introduced in College to sensitise students on various aspects of innovation and entrepreneurship as a career option</li> <li>• Equal Opportunity Cell has been established to facilitate Creative interaction and promotion of Equality among all the students belonging to disadvantaged groups.</li> </ul>
7	Wi-Fi facility across campus needs to be expanded	<ul style="list-style-type: none"> <li>• Wi-Fi Internet facility for the staff and students is available.</li> </ul>
8	Requirement of Clean and hygienic washrooms	<ul style="list-style-type: none"> <li>• Sanitation workers have been briefed and trained to keep washrooms more hygienic.</li> </ul>
<b>Alumni Feedback:-</b>		
9	<p>More Alumni should be called. Alumni meet should be held regularly by informing in advance</p> <p>There should be a fixed date for Alumni Day. This date should be announced in advance to foreign alumni.</p>	<ul style="list-style-type: none"> <li>• Annual Alumni Reunion was held on February 23, 2019. The event also marked the 550th Birth Anniversary of Sri Guru Nanak Dev Ji. More than 150 Alumni joined this event. An interactive session with the Student Council was held by Executive Members of Alumni Association on February 9, 2019.</li> </ul>
10	Requirement for Basketball Court	<ul style="list-style-type: none"> <li>• College furnished Basketball Ground/Court, Volleyball Court, Tennis Court, Archery Range, Table Tennis and Fitness Center with advanced equipment is available.</li> </ul>

S.No	Suggestions obtained through feedback form (2017-18)	Implementations (2018-19)
11	Alumni should be informed about various achievements by students from time to time.	<ul style="list-style-type: none"> <li>All the achievements of students are posted on the College's social media handles, as well as the College Website.</li> </ul>
12	There should be a website for alumni.	<ul style="list-style-type: none"> <li>Alumni Page is already there on the College Website.</li> </ul>
13	Provide more placements for students in good organizations.	<ul style="list-style-type: none"> <li>The Placement Cell organised various Recruitment Drives, Workshops, Lectures and Interactive Session with experts</li> </ul>
14	Cultural functions should be organised in the College.	<ul style="list-style-type: none"> <li>Various Clubs and Societies of the College are organising events where students can showcase their talent and participate in cultural, sports, literary and technical events.</li> </ul>

*R. Singh*

PRINCIPAL  
Sri Guru Gobind Singh College  
CHANDIGARH