



GURU NANAK COLLEGE

Postgraduate Multi Faculty Premier College
KILLIANWALI, DISTT. SRI MUKTSAR SAHIB (Pb.) - 151211
NAAC Accredited Grade "B"

Recognized by U.G.C. Under Section 2 (f) & 12 (B) & Permanently Affiliated to Panjab University Chandigarh

1.4.2

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1. Link for the Feedback Report

- Student Satisfaction Survey and Action taken Report
<https://www.gnckillianwali.com/uploads/sss2021-22.pdf>
- Feedback from Students
<https://www.gnckillianwali.com/uploads/Studentsfeedback2021-22.pdf>
- Feedback from Teachers
<https://www.gnckillianwali.com/uploads/TeachersFeedback2021-22.pdf>
- Feedback from Parents
<https://www.gnckillianwali.com/uploads/ParentsFeedback2021-22.pdf>
- Feedback from Alumni
<https://www.gnckillianwali.com/uploads/AlumniFeedback2021-22.pdf>
- Feedback from Employer
<https://www.gnckillianwali.com/uploads/Employeersfeedback2021-22.pdf>



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2. Mechanism of feedback in the Institute

The purpose of taking feedback from all the stakeholders is to improve the functioning of the institution. Though the Guru Nanak College Killianwali family does its best at all levels yet we strongly believe that there is always scope for further improvements. With an objective to make an assessment of the teaching-learning process, evaluation system, student support services and other facilities provided to students, feedback proformas are given to them to gather feedback on various aspects of the institution. This feedback proforma comprises four questionnaires based on their feedback on (i) Course (ii) Teachers (iii) Overall evaluation of Programme and Teaching (iv) Overall rating. After getting feedback proformas back, analysis is made on the basis of inputs provided by them. This feedback is analysed, discussed with the staff members and corrective steps are applied wherever required. The findings are quite positive as majority of the students appreciate the overall functioning of the institution. Besides the positive outcomes of teaching-learning process, they give positive remarks to the fair evaluation system. They are satisfied with the support services like library facilities, co-curricular activities, interaction with faculty members and administration as and when needed. Majority of them have expressed that they are not only intellectually enriched rather they find themselves fully equipped and empowered to face the challenges of life. Formal as well as informal feedback is gathered from other stakeholders as well. Formal Feedback from Teachers, Parents and Alumni is gathered through structured questionnaires. Informal Feedback from the Teachers and Employers is also gathered during the meetings from time to time, from Alumni the feedback is gathered during their visits to college. There are certain students on rolls whose parents are the Alumni of the college. This clearly reflects their trust in the college – the best in the area. Informal feedback is gathered from the parents also either they are invited to attend the college events or when they are contacted personally to discuss the performance of their ward. The feedback obtained from all stakeholders is being analysed and utilized for the overall development of the institution. On the basis of such feedback and suggestions, continuous improvements are made in the institution. The valuable opinions of all the stakeholders are considered and implemented as and when it is feasible for the organisation. Hence, at the overall evaluation of the feedback system, it can be said that feedback is a powerful tool that actually gives us direction to move ahead in the right manner.



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3. Action taken Report

GURU NANAK COLLEGE KILLIANWALI DISTT- SRI MUKTSAR SAHIB STUDENT SATISFACTION INDEX AS REFLECTED IN SATISFACTION SURVEY

Students Satisfaction Survey was conducted online by the College to find out the extent of quality provided to students and how well they had availed the benefits of quality services provided by the College on the basis of 16 parameters. A total of 133 students responded to the Questionnaire and the following results were obtained.

Sr. No.	QUESTION	% OF STUDENT SATISFACTION
1.	Average syllabus covered in the class during each semester by the teachers.	90.9% of students are of opinion that more than 70% syllabus is covered in class during each semester. 8.3% students responded that average syllabus ranging between 55% to 69% in the class and rest of the syllabus is covered by student through self-developmental activities like assignments, presentations, etc.
2.	How well did the teachers prepare and communicate in the class?	99.2% students were satisfied with teachers' preparation and communication skills in the class.
3.	Fairness of internal evaluation process by the teachers.	92.5% students were satisfied with the fair valuation.
4.	Was your performance in assignments discussed with you/class?	About 76.7% students were of the opinion that their performance in assignments was discussed in their classes. 18% students were having the opinion that it was sometimes discussed.
5.	The teaching and mentoring process in the institution facilitates you in cognitive, social and emotional growth.	Approximately 88.8 % students were satisfied with the teaching and mentoring process in the institution and it facilitates in cognitive, social and emotional growth. 9.8% students responded that they were moderately satisfied.
6.	Did teachers illustrate the concepts through practical examples and real life application?	About 89.5% students responded that they learn from teachers with the real life application and practical examples.
7.	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	84.9% students were satisfied with the quality teaching learning environment in the Institution.

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8.	Teachers encourage you to participate in curricular and co-curricular activities.	86.5% students believe that teachers encourage for participation beyond the classroom.
9.	What percentage of teachers uses ICT tools such as LCD projector, multimedia etc. in teaching?	74.4% students responded that majority of teachers use ICT tools in teaching.
10.	Participation and interest taken by Principal in the college activities.	95.5% students believe that Principal takes active interest in college activities.
11.	Did the faculty give individual attention to students?	89.5% students were satisfied with the attention level given to them by the faculty members.
12.	College arranges extension lectures/ activities on regular basis.	85% students responded that college arranges routine extension lectures.
13.	The institute provides sports and fitness facilities.	82% students are satisfied with the availability of the sports and fitness facilities.
14.	Library facility is easily accessible to students.	90.2% students are highly satisfied with the library facility and its easy access to the students.
15.	Quality of the physical infrastructure of the college like classrooms, seminar hall, Auditorium, playground etc.	93.9% students are satisfied with the quality of physical infrastructure.
16.	How satisfied are you with your overall experience in the college.	84.2% students were pretty much satisfied with the overall experience in the college.

REMARKS:

The overall satisfaction level of students from the services provided by the College is found to be very good. **More than 80%** of the respondents are highly satisfied with college infrastructure, education and extra- curricular activities etc. We hope to provide more better facilities to the students and society as per their requirements in near future.

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GURU NANAK COLLEGE KILLIANWALI DISTT- SRI MUKTSAR SAHIB ACTION TAKEN REPORT ON STUDENT SATISFACTION SURVEY

Sr. No.	Response/Shortcomings given by students	Action Taken
1.	Some students felt that their performance in the assignments was not discussed in the class in adequate manner.	In the staff meeting, the Principal advised HOD's and other staff members to give personal attention to individual students and discuss their assignments with them and also advised to provide the appropriate remedy to the concerned students for their better performance in exams.
2.	Students felt the demand for teachers to be highly effective in case of ICT tools	It was also directed by the Principal to all the faculty members to maximize the use of ICT enabled methods of teaching by using LCD projectors, smart boards etc. It was further directed to Computer Department that they should conduct ICT classes more frequently.



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4. Student Satisfaction Survey (With Filled Sample)

Guru Nanak College Killianwali, Student Satisfaction Survey (2021-22).

Dear students,
Guru Nanak College Killianwali is conducting a Student Satisfaction Survey which will help to upgrade the quality of education. A student will have to respond to all the questions given in the following format with sincere effort and thought. Please note that your response will be reviewed by our worthy Principal only.

Email *

suraj001kumarpatel@gmail.com

Name of the Student *

Suraj

Class *

B.A. Final

Gender *

Male

Female



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Category *

- General
- SC
- BC
- Minority
- Other

State of Domicile *

- Punjab
- Haryana
- Rajasthan
- Other

Nationality

- Indian
- Other



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Program Name *

- B.A
- B.Com
- M.A
- M.Com
- PGDCA

Unique Enrollment Number (Class Roll Number) *

927

Mobile Number

6239886147

Year of Joining.

2019

Average syllabus covered in the class during each semester by the teachers. *

- 85 to 100%
- 70 to 84%
- 55 to 69%
- 30 to 54%
- Below 30%



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How well did the teachers prepare and communicate in the classes? *

- Excellent
- Very good
- Good
- Fair
- Poor

Fairness of the internal evaluation process by the teachers. *

- Always fair
- Usually fair
- Sometimes fair
- Usually unfair

Was your performance in assignments discussed with you/class? *

- Every time
- Usually
- Sometimes
- Rarely
- Never



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The teaching and mentoring process in the institution facilitates you in cognitive, social and emotional * growth.

- Significantly
- Very well
- Moderately
- Marginally
- Not at all

Did teachers illustrate the concepts through practical examples and real life application? *

- Every time
- Usually
- Sometimes
- Rarely
- Never

The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process. *

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree



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Teachers encourage you to participate in curricular and co-curricular activities. *

- Always
- Usually
- Sometimes
- Rarely
- Never

What percentage of teachers use ICT tools such as LCD Projector, Multimedia etc. in teaching. *

- Above 90%
- 70-89%
- 50-69%
- 30-49%
- Below 29%

Participation and interest taken by the Principal in the College activities. *

- To a great extent
- Moderate
- Very little
- Not at all



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Did the faculty give individual attention to students. *

- To a great extent
- Moderate
- Very little
- Not at all

College arranges Extension lectures/activities on regular basis. *

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

The institute provides sports and fitness facilities. *

- To a great extent
- Moderate
- Very little
- Not at all



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Library facility is easily accessible to students. *

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Quality of the physical infrastructure of the college like Classrooms, Seminar Hall, Auditorium, Play Ground etc. *

- Excellent
- Very Good
- Good
- Fair
- Poor

How satisfied are you with your overall experience in the college. *

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

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5. Feedback from Students (With Filled Sample)

Guru Nanak College Killianwali, Sri Muktsar Sahib
(Punjab). Student's Feedback for the Session 2021-
22.

Please note that your feedback will be reviewed by our worthy Principal only and no teacher will be involved in it. You are hereby requested to rate Dr. Bharat Bhushan on the following parameters without any bias to help in improving himself.

Student's Name *

Nishant

Class *

B A final year

Class Roll No. *

935

1. Punctuality. *

- Excellent
- Very Good
- Good
- Average
- Below Average



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2. Understanding of the subject matter. *

- Excellent
- Very Good
- Good
- Average
- Below Average



3. Style of presentation. *

- Excellent
- Very good
- Good
- Average
- Below Average



4. Makes the subject/learning more interesting *

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree



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5. Encourages the students to ask questions. *

- Excellent
- Very Good
- Good
- Average
- Below Average

6. Uniform distribution and completion of syllabus in time. *

- Excellent
- Very Good
- Good
- Average
- Below Average

7. Practice and Revision of the syllabus *

- Excellent
- Very Good
- Good
- Average
- Below Average



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8. Performance evaluation and discussion for improvement. *

- Excellent
- Very Good
- Good
- Average
- Below Average

9. Correlate the course content with real life examples. *

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

10. Guidance/Counselling in academic & non-academic matters. *

- Excellent
- Very Good
- Good
- Average
- Below Average

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2021-22

COMPILED FEEDBACK REPORT FROM UG & PG STUDENTS

Guru Nanak College Killianwali decided to collect the feedback from the students for the session 2021-22. The data was collected with the help of structured questionnaire through virtual mode.

Month of Feedback	July 2022
Month of Analysis	Last week of August 2022
Mode of Analysis	Pie-Charts
Total no. of Students	Different number of Student for different Teachers
Total no. of Teachers	14
Classes covered for Feedback	B.Com I,II,III B.A. I,II,III M.Com I,II, PGDCA
Parameters in Feedback Form	<ol style="list-style-type: none">1. Punctuality2. Understanding of the subject matter3. Style of Presentation4. Makes the subject/learning more interesting5. Encourages the students to ask questions6. Uniform distribution and completion of syllabus in time7. Practice and Revision of the syllabus8. Performance evaluation and discussion for improvement.9. Correlate the course content with real life examples10. Guidance/Counselling in academic and non-academic matters in/outside class.
Parameters in which most of the teachers are performing well	All (1-10)
No. of teachers who are excellent in almost all the parameters	03
No. of teachers who are excellent or Very Good in most of the parameters	14

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6. Feedback from Teachers (With Filled Sample)

Guru Nanak College Killianwali (Sri Muktsar Sahib).
Feedback from Teachers on Syllabus 2021-22.

Respected Teachers,
Guru Nanak College Killianwali is conducting a Survey which will help to upgrade the quality of education. You are requested to respond to all the questions given in the following format with sincere efforts. Please note that your feedback will be reviewed by our worthy Principal only.

Teacher's Name *
Dr. Seema Rani

Designation *
Associate Professor

Subject *
Commerce

1. Does the syllabus describe the course? *

Yes
 No

Principal
Guru Nanak College
Killianwali (Sri Muktsar Sahib)



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2. Is the number of periods allotted per week for the course adequate and as per UGC/PU Chandigarh norms? *

Yes

No

3. Is the syllabus research oriented? *

Yes

No

4. Does the syllabus entail reference work? *

Yes

No

5. Is the time allotted by University to complete the syllabus sufficient? *

Yes

No

6. Is sufficient content is available as per the syllabus requirement? *

Yes

No



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7. Is the syllabus helpful in inducing cognitive thinking of students? *

Yes

No

8. Is the syllabus helpful for making students fit for job market? *

Yes

No

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Principal
Guru Nanak College
Killianwali (Sri Muktsar Sahib)



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TEACHER'S FEEDBACK ON SYLLABUS

Guru Nanak College Killianwali decided to get the feedback on syllabi from the teachers working in the college in the session 2021-22. The feedback was collected with the help of structured questionnaire through virtual mode. This initiative is very fruitful as some teachers from various departments are member of Board of Studies and Faculties of different departments in Panjab University Chandigarh who contribute in syllabi reconstruction and revision process. The responses received from the responded is presented in the following table:

Serial No.	Questions	Response (in %age)
1.	Does the syllabus describe the course?	Yes-93.8 No- 6.2
2.	Is the number of periods allotted per week for the course adequate and as per UGC/PU Chandigarh Norms?	Yes-87.5 No-12.5
3.	Is the syllabus research oriented?	Yes-81.3 No-18.7
4.	Does the syllabus entail reference work?	Yes-87.5 No-12.5
5.	Is the time allotted by University to complete the syllabus sufficient?	Yes-87.5 No-12.5
6.	Is sufficient content available as per the syllabus requirement?	Yes-93.8 No-6.2
7.	Is the syllabus helpful in inducing cognitive thinking of students?	Yes-87.5 No-12.5
8.	Is the syllabus helpful for making students fit for job market?	Yes-93.8 No-6.2

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7. Feedback from Parents (With Filled Sample)

Guru Nanak College Killianwali, Sri Muktsar Sahib
(Punjab). Parents' Feedback Form (2021-22).

Respected Parents,
Guru Nanak College Killianwali is conducting a Survey which will help to upgrade the quality of institution. You are requested to respond to all the questions given in the following format with sincere efforts. Please note that your feedback will be reviewed by our worthy Principal only.

Your Ward's Name *

Aditya Bansal

Class *

Bcom 2nd

Class Roll No. *

1112

1. Have you ever been invited in college events/ functions ? *

Yes

No



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2. Are you informed about the performance of your ward on different parameters? *

Yes

No

3. How would you rate the Teacher Student relationship? *

Excellent

Very Good

Good

Average

4. How would you rate the relationship between Student & Administrative staff? *

Excellent

Very Good

Good

Average

5. Have you seen moral & social development of your ward after being student of this college? *

Strongly Agree

Agree

Disagree



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6. Is the syllabus completed well in time? *

Yes

No

7. Is the programme capable of making students fit for better career opportunities? *

Strongly Agree

Agree

Disagree

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PARENT'S FEEDBACK

Guru Nanak College Killianwali decided to collect the feedback from the parents of the students for the session 2021-22. The data was collected with the help of structured questionnaire through virtual mode. Total 79 responses were received from parents.

The responses received from the respondents are presented in the following table:

Serial No.	Questions	Response (in %age)
1.	Have you ever been invited in college events and functions?	Yes-63.3 No-36.7
2.	Are you informed about the performance of your ward on different parameters?	Yes-77.2 No-22.8
3.	How would you rate the teacher student relationship?	Excellent-43 Very Good-31.6 Good-22.8 Average-2.5
4.	How would you rate the relationship between student and Administrative staff?	Excellent-34.2 Very Good-32.9 Good-31.6 Average-1.3
5.	Have you seen moral and social development of your ward after being student of this college?	Strongly Agree-31.6 Agree-64.6 Disagree-3.8
6.	Is the syllabus completed well in time?	Yes-94.9 No-5.1
7.	Is the programme capable of making students fit for better career opportunities?	Strongly Agree-40.5 Agree-53.2 Disagree-6.3

Sharma



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8. Feedback from Alumni (With Filled Sample)

Guru Nanak College Killianwali (Sri Muktsar Sahib). Alumni Feedback Form (2021 - 22).

Respected Alumnus/Alumna,
Guru Nanak College Killianwali is conducting a Survey which will help to upgrade the quality of institution. You are requested to respond to all the questions given in the following format with sincere efforts. Please note that your feedback will be reviewed by our worthy Principal only.

Member Name *

MANOHAR LAL GROVER

Present Organization *

Professional

Designation *

Self employed

Contact No. *

9354705444

Email id *

mlgroverca@gmail.com



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1. Do you feel proud to be associated with the college as alumni? *

Yes

No

2. Has the college organised various kinds of activities for the welfare of the society? *

Yes

No

3. How would you rate the faculty and student relationship in college? *

Excellent

Good

Average

4. How would you rate the office and student relationship in college? *

Excellent

Good

Average



GURU NANAK COLLEGE

Postgraduate Multi Faculty Premier College
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5. Does the college organise activities in collaboration with Alumni Association? *

Regularly
 Sometimes
 Not at all

6. Are you willing to contribute for the development of the Institute? *

Yes
 No

7. Do you feel that your learnings from college during your study period is providing you benefits in your *
present job / occupation ?

Yes
 No

8. If you are invited to conduct/organise activity/motivational session for the students, will you be *
interested?

Yes
 No



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9. Does the college appreciate Alumni contribution for the scholarship of needy and meritorious students. *

Yes

No

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Alumni feedback

Guru Nanak College Killianwali decided to take feedback from the Alumni who are in job/self-employed for the session 2021-22. The sample size turned out to be 19. The data was collected with the help of structured questionnaire through virtual mode.

The responses received from the respondents are presented in the table below:-

Sr. No.	Question	Response (in %age)
1	Do you feel proud to be associated with the College as Alumni ?	Yes- 100% No- 0
2	Has the college organized various kinds of activities for the welfare of society?	Yes- 89.5% No- 10.5%
3	How would you rate the Faculty and student relationship in College?	Excellent- 63.2% Good- 31.6% Average- 5.3%
4	How would you rate the office and student relationship in the College?	Excellent- 63.2% Good- 21.1% Average- 15.8%
5	Does the college organize activities in collaboration with Alumni Association?	Excellent- 57.9% Good- 42.1%
6	Are you willing to contribute in the development of the institution?	Yes- 84.2% No- 15.8%
7	Do you feel that your learning from college during your study period is providing you benefits in your present job/occupation?	Yes- 100% No- 0
8	If you are invited to conduct/ organize activities/ motivational sessions for the students. Will you be interested?	Yes-89.5% No- 10.5%
9	Does the College appreciate alumni contribution for the scholarship of needy and meritorious students?	Yes- 100% No- 0

S. P. Singh



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9. Feedback from Employer

EMPLOYER'S FEEDBACK

The institution is governed by Guru Nanak Society (Regd. Dabwali). All major policy decisions such as introduction of new courses, filling of sanctioned posts, development of infrastructure, cases of revision of pay scales, career advancement/ step ups of teaching and non- teaching staff etc. are approved for further action by the Managing Committee of the College. The Management, Principal and the Faculty often interact with each other. The members of Managing Committee keep on meeting the College staff to discuss various policy matters and their application and adjudication. Two faculty members, in the capacity of Teacher Representatives, are members of the Managing Committee. Hence they are actively involved in the decision making process to sustain and enhance the quality of education imparted by the institution.

Sharma

10. Staff Meeting regarding feedback discussion

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 30.7.2021.

A general Meeting of Teaching Staff will be held on 31.7.2021 in the office of Principal at 12:00 noon.

Staff Secretary
 Principal

The agenda of the meeting is as follows:

1. Admission Process
2. NAAC Preparation (S-S-R) + Feed back
3. On line/off-line classes in new session
4. Any other with the permission of chair
5. Regarding feed back and formation of Mentors.

Proceedings
 Director

This was the last meeting of this session. In connection with the first agenda of Admission Process, free coaching classes of New Students (10+2 passout) were conducted from 6th July to 31st July 2021. 50 small banners had been created in different areas of Punjab & Haryana for the advertisement of college. 10 students from Arts and Commerce have been benefited the Early Bird Concession of Rs. 100/- while registering themselves as early as possible. If on line registrations have been completed. It was suggested by the staff members that repeated efforts like phone calls should be done for admission purposes. Even the personal links should be utilized for our own institute. It was also suggested

SNO	Name
1	Dr. Surinder Singh Thakur
2	Dr. Kulwinder Singh Sandhu
3	Smt. Surinder Kapila
4	Sh. Amit Behal
5	Smt. Usha Rani
6	Dr. Seema Rani
7	Dr. Bharat Bhushan
8	Mrs. Galaxy Gupta
9	Dr. Khushnasib Kaur
10	Mrs. Manpreet Kaur
11	Dr. Payal Singla
12	Miss Gurbinder Kaur
14	Mr. Prince Singla
15	Sh. Ashish Baghla

Staff Secretary
 Principal
 Smt. Surinder Kapila
 Sh. Amit Behal
 Smt. Usha Rani
 Dr. Seema Rani
 Dr. Bharat Bhushan
 Mrs. Galaxy Gupta
 Dr. Khushnasib Kaur
 Mrs. Manpreet Kaur
 Dr. Payal Singla
 Miss Gurbinder Kaur
 Mr. Prince Singla
 Sh. Ashish Baghla

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by the Principal Sir that a Notice regarding the Online classes should be uploaded through telegram and different Whatsapp groups. An advertisement of the admission of B.A./B.Com should be given in 'Daku Ki Do' newspaper or website etc. Even the E-banner should be displayed on website, twitter, facebook etc.

It was suggested by Principal Sir that Self Study Report of NAAC should be uploaded as soon as possible. He further suggested that after doing modification by QAAC members in 10 or 15 days, it should be submitted or uploaded as early as possible.

It is yet to decide whether the online/off line mode of teaching will be possible in the coming session. This will be possible as per the directions given by Punjab Government and Panjab University Chandigarh.

There there was a suggestion that from now onwards Mentors should be appointed for Arts department. There would be one mentor for 25 students which would have all responsibility of those 25 students. Dept. of Commerce will assign the duties of mentors as usual.

Research Committee has discussed the published work of staff members. Near about 20 papers published in U.G.C. Case list journals, Chapters in edited books, E-Conferences



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proceedings, Peer Reviewed journals and Scopus Indexed International Journals through E-mail id gnc_research1956@gmail.com upto 30th June 2021.

Then the matter of Feed-back was discussed in the meeting that the Advisory Committee has already circulated the Feedback (on line) forms to the students, parents, Alumni and teachers for the session 2020-21. Student Satisfaction Survey form was also circulated on line. As the information collected through feedback is Confidential so, only the Principal Sir can check the feedback & act accordingly in next meeting. If there is some induction for required for the teachers on the basis of this feedback.

As the Admission process is going to start from 9th August, so it was decided in this meeting that every teacher would prepare the Teaching plan of their respective subjects. All the staff members were directed to inform the students coming for admission about the program outcomes & course outcomes which are available on the college website for ready reference.

It was also decided in this meeting that awareness about Women Cell / Internal Complaints Committee should be given to the new students so that they can submit their complaints (if any) on line or off line through College Prospectus and even by displaying the information at all college



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At last a new point related to real life experience of academics by students was discussed and it was finalized to have one day in every week for one class to have experiential learning only on that day by one teacher only and there was a suggestion to display the list of committees on the college Notice Board for the information of all.