



# GURU NANAK COLLEGE

Postgraduate Multi Faculty Premier College

KILLIANWALI, DISTT. SRI MUKTSAR SAHIB (Pb.) - 151211

NAAC Accredited Grade "B+"

## 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/sss2023-24.pdf>
- Feedback from Students  
<https://www.gnckillianwali.com/uploads/Studentsfeedback2023-24.pdf>
- Feedback from Teachers  
<https://www.gnckillianwali.com/uploads/TeachersFeedback2023-24.pdf>
- Feedback from Parents  
<https://www.gnckillianwali.com/uploads/ParentsFeedback2023-24.pdf>
- Feedback from Alumni  
<https://www.gnckillianwali.com/uploads/AlumniFeedback2023-24.pdf>
- Feedback from Employer  
<https://www.gnckillianwali.com/uploads/Employeersfeedback2023-24.pdf>



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## 2. Mechanism of feedback in the Institute

The institution's operation is improved by collecting feedback from all stakeholders involved. Despite constantly seeking excellence, Guru Nanak College Killianwali firmly believes that there is always room for improvement. Students are provided with feedback forms to gather input on various aspects of the institution, aiming to evaluate the teaching and learning methods, assessment procedures, student support services, and amenities available for students. This feedback form focuses on their feedback for (i) Course (ii) Instructors (iii) Overall assessment of Program and Teaching (iv) Overall rating. Analysis is carried out on the data provided in the feedback forms. This input is evaluated, disseminated, and corrective measures are implemented as needed. Most students show gratitude for the institution's overall performance, which is a very positive result. They enhance the equitable grading system alongside the positive outcomes of the teaching and learning process. They are satisfied with the help they receive, including access to library materials, participation in extracurricular activities, and engaging with faculty and administration as needed. Most of them have expressed feeling well-equipped and empowered to face life's obstacles, as well as being intellectually educated. Formal and informal feedback from additional stakeholders is also being requested. Structured questionnaires are used to collect formal feedback from teachers, parents, and alumni. Informal feedback is occasionally collected from teachers and employers during meetings, while feedback from alumni is gathered during their visits to the college. Some students enrolled have parents who are college alumni. This shows their trust in the top-ranked college in the region. Parents also provide informal feedback when invited to participate in college events or when they are approached to discuss their child's progress. All feedback from stakeholders is being reviewed and utilized for the institution's progress and growth. The institution undergoes ongoing modifications in response to this feedback and recommendations. All valuable input from stakeholders is considered and implemented promptly when feasible for the organization. In conclusion, assessing the feedback system overall demonstrates that effectively guides us in the right direction.



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## 3. Action taken Report

### GURU NANAK COLLEGE, KILLIANWALI

DISTT- SRI MUKTSAR SAHIB


#### ACTION TAKEN REPORT

ON

#### STUDENT SATISFACTION SURVEY

(2023-24)

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. The Principal directed all HOD's to put stringent efforts for the better performance of all the students. It was also directed to the mentors that they should continuously interact with their mentees to ensure that the problem has been resolved. The Principal also directed that the results and remarks of the assignments must be communicated to the students through WhatsApp groups also.

  
Principal  
G.N. College, Killianwali  
(Sri Muktsar Sahib)

  
Principal  
Guru Nanak College  
Killianwali (Sri Muktsar Sahib)



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## 4. Student Satisfaction Survey (With Filled Sample)

### Guru Nanak College Killianwali, Student Satisfaction Survey (2023-24).

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 \*

rohitvermaji795@gmail.com

Name of the Student \*

Gopi ram

Class \*

B.A 2nd year

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) \*

739

Mobile Number

8360514830

Year of Joining

2022



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1. 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%

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

- Excellent
- Very good
- Good
- Fair
- Poor





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3. Fairness of the internal evaluation process by the teachers. \*

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

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

- Every time
- Usually
- Sometimes
- Rarely
- Never



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

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

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

- Every time
- Usually
- Sometimes
- Rarely
- Never



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7. 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

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

- Always
- Usually
- Sometimes
- Rarely
- Never



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9. 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%

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

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

11. Did the faculty give individual attention to students. \*

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



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12. Clarification of doubts by faculty. \*

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

13. College arranges Extension lectures/activities on regular basis. \*

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

14. The institute provides sports and fitness facilities. \*

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



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15. Library facility is easily accessible to students. \*

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

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

- Excellent
- Very Good
- Good
- Fair
- Poor



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

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

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## GURU NANAK COLLEGE KILLIANWALI DISTT- SRI MUKTSAR SAHIB

### STUDENT SATISFACTION INDEX AS REFLECTED IN SATISFACTION SURVEY

(2023-24)

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 17 parameters. A total of 87 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.	88.5% of students are of opinion that more than 70% syllabus is covered in class during each semester. 9.2% 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?	95.4% students were satisfied with teachers' preparation and communication skills in the class.
3.	Fairness of internal evaluation process by the teachers.	90.80% students were satisfied with the fair valuation.
4.	Was your performance in assignments discussed with you/class?	About 67.8% students were of the opinion that their performance in assignments was discussed in their classes. 22.9% 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 81.61 % students were satisfied with the teaching and mentoring process in the institution and it facilitates in cognitive, social and emotional growth. 11.49% students responded that they were moderately satisfied.
6.	Did teachers illustrate the concepts through practical examples and real life application?	About 89.65% 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.	79.31% students were satisfied with the quality teaching learning environment in the Institution.

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(Sri Muktsar Sahib)

Principal  
Guru Nanak College  
Killianwali (Sri Muktsar Sahib)





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8.	Teachers encourage you to participate in curricular and co-curricular activities.	95.4% 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?	78.16% students responded that majority of teachers use ICT tools in teaching.
10.	Participation and interest taken by Principal in the college activities.	89.65% students believe that Principal takes active interest in college activities.
11.	Did the faculty give individual attention to students?	80.46% students were satisfied with the attention level given to them by the faculty members.
12.	Clarification if doubts by the faculty	87.36% students believe that their doubts are being clarified by the faculty.
13.	College arranges extension lectures/ activities on regular basis.	78.16% students responded that college arranges routine extension lectures.
14.	The institute provides sports and fitness facilities.	78.16% students are satisfied with the availability of the sports and fitness facilities.
15.	Library facility is easily accessible to students.	80.46% students are highly satisfied with the library facility and its easy access to the students.
16.	Quality of the physical infrastructure of the college like classrooms, seminar hall, Auditorium, playground etc.	89.65% students are satisfied with the quality of physical infrastructure.
17.	How satisfied are you with your overall experience in the college.	73.57% 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. **Majority** of the respondents are highly satisfied with college infrastructure, education and extra- curricular activities etc. We hope to provide better facilities to the students and society as per their requirements in near future.

  
Principal  
G.N.College, Killianwali  
(Sri Muktsar Sahib)

  
Principal  
Guru Nanak College  
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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 2023-24.

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 Mrs. Usha Goyal on the following parameters without any bias to help in improving herself.

Student's Name \*

Lakshay Gupta

Class \*

B.com 2 nd year

Class Roll No. \*

1109



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1. Punctuality. \*

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

2. Understanding of the subject matter. \*

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



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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. \*

- Always
- Very Often
- Often
- Rare
- Very Rare

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

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



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7. Practice and Revision of the syllabus \*

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

8. Performance evaluation and discussion for improvement. \*

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



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

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

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

- Always
- Very Often
- Often
- Rare
- Very Rare

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2023-24

## COMPILED FEEDBACK REPORT FROM UG & PG STUDENTS

Guru Nanak College Killianwali decided to collect the feedback from the students for the session 2023-24. The data was collected with the help of structured questionnaire through virtual mode.

Month of Feedback	June 2024.
Month of Analysis	Last week of September 2024
Mode of Analysis	Pie-Charts
Total no. of Students	Different number of Student for different Teachers
Total no. of Teachers	16
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"> <li>1. Punctuality</li> <li>2. Understanding of the subject matter</li> <li>3. Style of Presentation</li> <li>4. Makes the subject/learning more interesting</li> <li>5. Encourages the students to ask questions</li> <li>6. Uniform distribution and completion of syllabus in time</li> <li>7. Practice and Revision of the syllabus</li> <li>8. Performance evaluation and discussion for improvement.</li> <li>9. Correlate the course content with real life examples</li> <li>10. Guidance/Counselling in academic and non-academic matters in/outside class.</li> </ol>
Parameters in which most of the teachers are performing well	All (1-10)
No. of teachers who are excellent in almost all the parameters	5
No. of teachers who are excellent or Very Good in most of the parameters	12

*D. Praveen*  
Principal  
G.N. College, Killianwali  
(Sri Muktsar Sahib)

*D. Praveen*  
Principal  
Guru Nanak College  
Killianwali (Sri Muktsar Sahib)





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## 6. Feedback from Teachers (With Filled Sample)

Guru Nanak College Killianwali (Sri Muktsar Sahib). Feedback from Teachers on Syllabus 2023-

24.

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 \*

Mrs.Surinder Kapila

Designation \*

Associate professor

Subject \*

English



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1. Does the syllabus describe the course? \*

Yes

No

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



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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

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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## 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 2023-24. 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. Total 15 responses were received from teachers. 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-93.33 No- 6.67
2.	Is the number of periods allotted per week for the course adequate and as per UGC/PU Chandigarh Norms?	Yes-100 No- -
3.	Is the syllabus research oriented?	Yes-86.67 No-13.33
4.	Does the syllabus entail reference work?	Yes-86.67 No-13.33
5.	Is the time allotted by University to complete the syllabus sufficient?	Yes-73.33 No-26.67
6.	Is sufficient content available as per the syllabus requirement?	Yes-93.33 No-6.67
7.	Is the syllabus helpful in inducing cognitive thinking of students?	Yes-100 No- -
8.	Is the syllabus helpful for making students fit for job market?	Yes-80 No-20

  
Principal  
G.N.College, Killianwali  
(Sri Muktsar Sahib)

  
Principal  
Guru Nanak College  
Killianwali (Sri Muktsar Sahib)



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## 7. Feedback from Parents (With Filled Sample)

Guru Nanak College Killianwali, Sri Muktsar Sahib (Punjab). Parents' Feedback Form (2023-24).

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 \*

Mahakdeep Singh

Class \*

B.A. 2nd year

Class Roll No. \*

764

1. Have you attended any function of the college ? \*

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



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

- Yes
- No
- Moderately

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

8. Do you get adequate response from college staff during visit to college for any purpose? \*

- Yes
- No


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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 2023-24. The data was collected with the help of structured questionnaire through virtual mode. Total 40 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 attended any function of the college?	Yes-52.50 No-47.50
2.	Are you informed about the performance of your ward on different parameters?	Yes-77.50 No-22.50
3.	How would you rate the teacher student relationship?	Excellent-35 Very Good-42.5 Good-17.5 Average-5
4.	How would you rate the relationship between student and Administrative staff?	Excellent-30 Very Good-40 Good-20 Average-10
5.	Have you seen moral and social development of your ward after being student of this college?	Yes-65 No-12.5 Moderate-22.5
6.	Is the syllabus completed well in time?	Yes-87.5 No-12.5
7.	Is the programme capable of making students fit for better career opportunities?	Strongly Agree-35 Agree-62.5 Disagree-2.5
8.	Do you get adequate response from college staff on your visit to college for any purpose?	Yes- 90 No- 10

  
 Principal  
 G.N.College, Killianwali  
 (Sri Muktsar Sahib)





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## 8. Feedback from Alumni (With Filled Sample)

Guru Nanak College Killianwali (Sri Muktsar Sahib). Alumni Feedback Form (2023-24).

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 \*

Dr. Bir Chand Gupta

Present Organization \*

M/S Durga Bricks Co

Designation \*

Retd Lec.

Contact No. \*

9466170980



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Email id \*

birchandgupta90@gmail.com

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



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

- Excellent
- Good
- Average

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



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

Yes

No

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

Yes

No

10. How would you rate your relation with administration? \*

Excellent

Good

Average

This content is neither created nor endorsed by Google.


Google Forms

### Alumni feedback

Guru Nanak College Killianwali decided to take feedback from the Alumni who are in job/self-employed for the session 2023-24. The sample size turned out to be 13. 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- -
2	Has the college organized various kinds of activities for the welfare of society?	Yes- 100 No- -
3	How would you rate the Faculty and student relationship in College?	Excellent- 92.31 Good- 7.69 Average- -
4	How would you rate the office and student relationship in the College?	Excellent- 76.92 Good- 23.08 Average- -
5	Does the college organize activities in collaboration with Alumni Association?	Regular- 84.62 Sometimes- 15.38 Not At All- -
6	Are you willing to contribute in the development of the institution?	Yes- 92.31 No- 7.69
7	Do you feel that your learning from college during your study period is providing you benefits in your present job/occupation?	Yes- 92.31 No- 7.69
8	If you are invited to conduct/ organize activities/ motivational sessions for the students. Will you be interested?	Yes-76.92 No- 23.08
9	Does the College appreciate alumni contribution for the scholarship of needy and meritorious students?	Yes- 92.31 No- 7.69
10.	How would you rate your relation with administration?	Excellent- 76.92 Good- 23.08 Average- -

Principal   
 G.N. College, Killianwali  
 (Sri Muktsar Sahib)



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## 9. Feedback from Employer

### EMPLOYER'S FEEDBACK (2023-24)

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, regularization of employees, 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 for academic or career related matters. Two faculty members, in capacity of Teacher representatives are the 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 college.

  
Principal  
G.N.College, Killianwali  
(Sri Muktsar Sahib)

  
Principal  
Guru Nanak College  
Killianwali (Sri Muktsar Sahib)



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## 10. Staff Meeting regarding feedback discussion

6-9-2024.

A General Meeting of Teaching Staff will be held on 7.9.2024 at 2 o'clock in Principal's office.

Agenda

- Feed Back
- Result of previous classes
- Admission (ongoing)
- Syllabus covered
- A&AR - 2023-24.
- Youth Festival
- Any Other with the permission of chair

Staff Secretary Principal

### TEACHING STAFF LIST

Sr	Name	Signature
1	Mrs. Surinder Kapila	[Signature]
2	Mr. Amit Behal	[Signature]
3	Mrs. Usha Goyal	[Signature]
4	Dr. Seema Rani	[Signature]
5	Mrs. Galaxy Gupta	[Signature]
6	Dr. Khushnasib G. Kaur	[Signature]
7	Mrs. Manpreet Kaur	[Signature]
8	Dr. Payal Singla	[Signature]
9	Ms. Gurbinder Kaur	[Signature]
10	Mr. Prince Singla	[Signature]
11	Mr. Ashish Baghla	[Signature]
12	Mr. Manik Jindal	[Signature]
13	Mrs. Amandeep Kaur	[Signature]
14	Mrs. Manpreet Kaur Sandhu	[Signature]
15	Ms. Sukhdeep Kaur	[Signature]
16	Ms. Akshita Middha	[Signature]
17	Mr. Jaspreet Singh	[Signature]

## Proceedings

The very first agenda of Feed Back was discussed in this meeting - that Feed Back from various stakeholders e.g. students, teachers, parents, Alumni and management has been taken to analyse the parameters mentioned in the Feed Back Form. Student Satisfaction Survey (S.S.S.) was also conducted through Google Form and it was decided that in the next meeting Principal sir would discuss the Action Taken Report with the Faculty members.

Then the agenda of result of previous classes was discussed. It was noticed that the strength of B.A. I & B.Com. I was good but when the students were passed out the strength of B.A. II & B.Com. II is not as good as in previous classes. So, the focus should be how to retain the admission of students of B.A. II, B.A. III & B.Com. II, B.Com. III. It was also advised by Principal sir that the students of B.A. I should be informed that according to NEP-2020 50% credits are mandatory for all the students to get into next semester class. So, all the students should be motivated to work hard.