



GURU NANAK COLLEGE

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

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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/sss2020-21.pdf>

- Feedback from Students

<https://www.gnckillianwali.com/uploads/Studentsfeedback2020-21.pdf>

- Feedback from Teachers

<https://www.gnckillianwali.com/uploads/TeachersFeedback2020-21.pdf>

- Feedback from Parents

<https://www.gnckillianwali.com/uploads/ParentsFeedback2020-21.pdf>

- Feedback from Alumni

<https://www.gnckillianwali.com/uploads/AlumniFeedback2020-21.pdf>

- Feedback from Employer

<https://www.gnckillianwali.com/uploads/Employers%20Feedback.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 till date 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 in functions like Prize distribution, Convocation etc. 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. Keeping such suggestions in view we are planning to start some new courses from the coming sessions. Every best decision is taken which provides maximum benefit to the society. 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 148 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.	54.0 5% of students are of opinion that more than 70% syllabus is covered in class during each semester. 23.65% 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?	98.65% students were satisfied with teachers' preparation and communication skills in the class.
3.	Fairness of internal evaluation process by the teachers.	90.54% students were satisfied with the fair valuation.
4.	Was your performance in assignments discussed with you/class?	About 81.76% students were of the opinion that their performance in assignments was discussed in their classes.
5.	The teaching and mentoring process in the institution facilitates you in cognitive, social and emotional growth.	Approximately 87.84 % students were satisfied with the teaching and mentoring process in the institution and it facilitates in cognitive, social and emotional growth.
6.	Did teachers illustrate the concepts through practical examples and real life application?	About 82.44% 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 mentoring, review and continuous quality improvement of the teaching learning process.	87.84% students were satisfied with the quality teaching learning environment in the Institution.
8.	Teachers encourage you to participate in curricular and co-curricular	89.1 8% students believe that teachers encourage for participation beyond the

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9.	activities. What percentage of teachers uses ICT tools such as LCD projector, multimedia etc. in teaching?	classroom. 79.06% students responded that majority of teachers use ICT tools in teaching.
10.	Participation and interest taken by Principal in the college activities.	94.59% students believe that Principal takes active interest in college activities.
11.	Did the faculty give individual attention to students?	91.89% students were satisfied with the attention level given to them by the faculty members.
12.	College arranges extension lectures/ activities on regular basis.	89.78% students responded that college arranges routine extension lectures.
13.	The institute provides sports and fitness facilities.	87.84% students are satisfied with the availability of the sports and fitness facilities.
14.	Library facility is easily accessible to students.	95.27% 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.	92.57% students are satisfied with the quality of physical infrastructure.
16.	How satisfied are you with your overall experience in the college.	88.51% 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. **Around 90%** of the respondents are highly satisfied with college infrastructure, education and extra-curricular activities etc. We are dedicated to provide better facilities to the students and society as per their requirements.

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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.	Average syllabus covered in the class was bit lesser than possible for students to cover by themselves.	Informed to HODs to strictly ensure that at least 75% completion of syllabus by teachers and rest of the syllabus may be assigned to students in each semester.
2.	Some students felt that their performance in the assignments was not discussed in the class in adequate manner.	Personal attention was provided to slow learners and who are not regular in classes and also their grievances were handled.
3.	Students felt the demand for teachers to be highly effective in case of ICT tools	HODs were asked to arrange the curricular and co-curricular lectures in their departments with the help of ICT tools such as LCD projectors, etc.


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4. Student Satisfaction Survey Performa


8/25/2021

Guru Nanak College Killianwali, Student Satisfaction Survey (2020-21).

Guru Nanak College Killianwali, Student Satisfaction Survey (2020-21).

Dear students,
The COVID - 19 pandemic has become a global health issue and has had a major impact on education. Consequently half way through the second semester of the academic year 2019-20, the education is imparted through virtual mode. The college administration, teachers and students are trying to cope up with this new technology.
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 feedback will be reviewed by our worthy Principal only.

iqacgnckillianwali@gmail.com Switch accounts



*Required

Email *

Your email address

Name of the Student *

Your answer

Class *

Your answer

<https://docs.google.com/forms/d/e/1FAIpQLSdzPXmrD6mVwk4xl64J2zFYPIIkSzsyWlgPyEmI5nuvKikRWO/viewform>

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Guru Nanak College Killianwali, Student Satisfaction Survey (2020-21).

Gender *

- Male
 Female

Category *

- General
 SC
 BC
 Minority
 Other

State of Domicile *

- Punjab
 Haryana
 Rajasthan
 Other

Nationality

- Indian
 Other

<https://docs.google.com/forms/d/e/1FAIpQLSdzPXmrD6nVwk4xIG4J2zIYPtikSzyWlgPyEmI5nuvKikRWQ/viewform>



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Guru Nanak College Killianwali, Student Satisfaction Survey (2020-21).

Program Name *

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

Unique Enrollment Number (Class Roll Number) *

Your answer

Adhar Id Number *

Your answer

Mobile Number

Your answer

Year of Joining.

Your answer

<https://docs.google.com/forms/d/e/1FAIpQLSdzPXmrD6mVwk4xlG4JzzyPtikSzszyWlgPyEmI5nuvKikRWO/viewform>

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Guru Nanak College Killianwali, Student Satisfaction Survey (2020-21).

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%

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

<https://docs.google.com/forms/d/e/1FAIpQLSdzPXmrD6mVwk4xl64J2zfYPIikSzsYWlgPyEmI5nuvKikRWQ/viewform>

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Guru Nanak College Killianwali, Student Satisfaction Survey (2020-21).

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

- Every time
- Usually
- Sometimes
- Rarely
- Never

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

<https://docs.google.com/forms/d/e/1FAIpQLSdzPXmrD6mVwk4xl64J2zYPtikSzyWlgPyEmI5nuvKIKRWQ/viewform>

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Guru Nanak College Killianwali, Student Satisfaction Survey (2020-21).

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

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%

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Guru Nanak College Killianwali, Student Satisfaction Survey (2020-21).

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

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

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

<https://docs.google.com/forms/d/e/1FAIpQLSdzPXmrD6mVwk4xl64J2zfYPIikSzyWlgPyEmI5nuvKikRWQ/viewform>

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Guru Nanak College Killianwali, Student Satisfaction Survey (2020-21).

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The institute provides sports and fitness facilities. *

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

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

<https://docs.google.com/forms/d/e/1FAIpQLSdzPXmrD6mVwk4xI64J2zrYPlkSzsyWlgPyEmI5nuvKikRWQ/viewform>

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Guru Nanak College Killianwali, Student Satisfaction Survey (2020-21).

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

Guru Nanak College Killianwali, Sri Muktsar Sahib (Punjab). Student's Feedback for the Session (2020-21).

The COVID - 19 pandemic has become a global health issue and has had a major impact on education. Consequently half way through the second semester of the academic year 2019-20, the education is imparted through virtual mode. The college administration, teachers and students are trying to cope up with this new technology. In this changing scenario the students feedback is of utmost importance. Please note that your feedback will be reviewed by our worthy Principal only and no teacher will be involved in it. You are here by requested to rate the following parameters as accurately as possible without any bias to help your teacher to improve himself/herself.

*Required

1. Punctuality. *

Excellent
Very Good
Good
Average
Below Average

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 *

Excellent
Very Good
Good
Average
Below Average

5. Encourages the students to ask questions. *



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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

8. Due consideration to COVID-19 related personal, educational and technical problems.

Excellent
Very Good
Good
Average
Below Average

9. Performance evaluation keeping in mind COVID-19 pandemic. *

Excellent
Very Good
Good
Average
Below Average

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

Excellent
Very Good
Good
Average
Below Average

11. Guidance/Counselling in academic & non-academic matters in virtual classes. *

Excellent
Very Good
Good
Average
Below Average



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Student's Name *

Your answer

Class Roll No. *

Your answer

Email Address *



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Compiled Feedback Report from UG & PG students

Guru Nanak College Killianwali decided to collect the feedback from the students for the session 2020-21. The data was collected with the help of structured questionnaire through virtual mode.

Month of Feedback	June 2021
Month of Analysis	Second week of August 2021
Mode of Analysis	Pie-Charts
Total no. of Students	Different number of Student for different Teachers
Total no. of Teachers	18
Classes covered for Feedback	B.Com I,II,III B.A. I,II,III M.Com I,II, PGDCA, M.A. (History) II, M.A. Punjabi (II)
Parameters in Feedback Form	<ol style="list-style-type: none"> 1. Punctuality 2. Understanding of the subject matter 3. Style of Presentation 4. Makes the subject/learning more interesting 5. Encourages the students to ask questions 6. Uniform distribution and completion of syllabus in time 7. Practice and Revision of the syllabus 8. Due consideration to COVID-19 related personal, educational and technical problems. 9. Performance evaluation keeping in mind COVID-19 pandemic. 10. Correlate the course content with real life examples 11. Guidance/Counselling in academic and non-academic matters in virtual classes.
Parameters in which most of the teachers are performing well	All (1-11)
No. of teachers who are excellent in almost all the parameters	04
No. of teachers who are excellent or Very Good in almost all the parameters	18

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6. Feedback from Teachers

Guru Nanak College, Killianwali (Sri Muktsar Sahib). Feedback from Teachers on Syllabus (2020-21).

Respected Teachers,

The COVID - 19 pandemic has become a global health issue and has had a major impact on education. Consequently half way through the second semester of the academic year 2019-20, the education is imparted through virtual mode. The college administration, teachers and students are trying to cope up with this new technology.

Guru Nanak College Killianwali is conducting a Survey through Teacher's Feedback Google Form 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 effort and thought. Please note that your feedback will be reviewed by our worthy Principal only.

*Required

Teacher's Name *

Your answer

Designation *

Your answer

Subject *

Your answer

1. Does the syllabus describe the course? *

Yes
No

2. Is the no. of periods allotted per week for the course adequate and as per UGC norms? *

Yes
No

3. Is the syllabus research oriented? *

Yes
No



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4. Does the syllabus entail reference work? *

Yes
No

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

Yes
No

6. Are sufficient content 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 of 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 2020-21. 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-100 No- 0
2.	Is the number of periods allotted per week for the course adequate and as per UGC Norms?	Yes-92.3 No-7.7
3.	Is the syllabus research oriented?	Yes-92.3 No-7.7
4.	Does the syllabus entail reference work?	Yes-100 No-0
5.	Is the time allotted by University to complete the syllabus sufficient?	Yes-92.3 No-7.7
6.	Are sufficient content available as per the syllabus requirement?	Yes-100 No-0
7.	Is the syllabus helpful in inducing cognitive thinking of students?	Yes-100 No-0
8.	Is the syllabus helpful of making students fit for job market?	Yes-100 No-0

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7. Feedback from Parents

Guru Nanak College Killianwali, Sri Muktsar Sahib (Punjab). Parents' Feedback Form (2020-21).

Respected Parents,

The COVID - 19 pandemic has become a global health issue and has had a major impact on education. Consequently half way through the second semester of the academic year 2019-20, the education is imparted through virtual mode. The college administration, teachers and students are trying to cope up with this new technology.

Guru Nanak College Killianwali is conducting a Survey through Parent's Feedback Google Form 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 effort and thought. Please note that your feedback will be reviewed by our worthy Principal only.

*Required

Your Ward Name *

Your answer

Class *

Your answer

Class Roll No. *

Your answer

1. Have you ever been invited in college events/ functions before COVID-19 ? *

Yes
No

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

Yes
No



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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

6. Is the syllabus completed well in time? *

Yes
No

7. Is the programme capable of making students fit for survival in life? *

Strongly Agree
Agree
Disagree

8. Is the college making due efforts to solve the problems related study during COVID-19 pandemic?

Strongly Agree
Agree
Disagree



GURU NANAK COLLEGE

Postgraduate Multi Faculty Premier College
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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 2020-21. The data was collected with the help of structured questionnaire through virtual mode.

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 before COVID-19 ?	Yes-32.1 No-67.9
2.	Are you regularly informed about the performance of your ward on different parameters?	Yes-76.5 No-23.5
3.	How would you rate the teacher student relationship?	Excellent-63 Very Good-28.4 Good-8.6 Average
4.	How would you rate the relationship between student and administrative staff?	Excellent-40.7 Very Good-40.7 Good-18.5 Average
5.	Have you seen moral and social development of your ward after being student of this college?	Strongly Agree-49.4 Agree-49.4 Disagree-1.2
6.	Is the syllabus completed well in time?	Yes-98.8 No-1.2
7.	Is the programme capable of making students fit for survival in life?	Strongly Agree-45.7 Agree-50.6 Disagree-3.7
8.	Is the college making due efforts to solve the problems related study during COVID-19 pandemic ?	Strongly Agree-51.9 Agree-46.9 Disagree-1.2

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



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8. Feedback from Alumni

Guru Nanak College Killianwali (Sri Muktsar Sahib). Alumni Feedback Form (2020-21).

Respected Alumnus/Alumna,

The COVID - 19 pandemic has become a global health issue and has had a major impact on education. Consequently half way through the second semester of the academic year 2019-20, the education is imparted through virtual mode. The college administration, teachers and students are trying to cope up with this new technology.

Guru Nanak College Killianwali is conducting a Survey through Alumni Feedback Google Form 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 effort and thought. Please note that your feedback will be reviewed by our worthy Principal only.

*Required

Member Name *

Your answer

Present Organization *

Your answer

Designation *

Your answer

Contact No. *

Your answer

Email id *

Your answer

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

Yes

No



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2. Has the college organise various kind of activities for the welfare of the society in COVID-19 pandemic ? *

Yes
No

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

Excellent
Good
Average

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

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 in the development of the Institute? *

Yes
No

7. Do you feel the environment at Guru Nanak College Killianwali during your study period is useful and relevant in your present job? *

Yes
No

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



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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 2020-21. The sample size turned out to be 17. 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 organise various kind of activities for the welfare of the society in COVID-19 pandemic ?	Yes 88.2 % No 11.8%
3	How would you rate the faculty and student relationship ?	Excellent 82.4% Good 17.6% Average 0%
4	How would you rate the office and student relationship ?	Excellent 64.7% Good 35.3% Average 0%
5	Does the college organize activities in collaboration with Alumni Association?	Excellent 70.6% Good 23.5% Average 5.9%
6	Are you willing to contribute in the development of the institute?	Yes 100% No 0%
7	Do you feel the environment at Guru Nanak College Killianwali during your study period is useful and relevant in your present job?	Yes 100% No 0%
8	If you are invited to conduct/organize activity/motivational session for the students, will you be interested?	Yes 94.1% No 5.9%
9.	Does the college appreciate Alumni contribution for the scholarship of needy and meritorious students ?	Yes 94.1% No 5.9%

Principal 
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9. Feedback from Employer

The institution is governed by Guru Nanak Society (Regd. Mandi Dabwali). All major policy decisions such as introducing of new courses, filling of sanctioned posts, development of infrastructure, case of revision of pay scales, career advancement/step ups of teaching and non-teaching staff etc. are approved for further 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, Mr. Amit Behal and Dr. Bharat Bhushan, 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 quality of education imparted by the institution.