# Feedback Analysis Report
(2021-2022)

Introduction

Checking the effectiveness of teaching learning process requires a well-designed feedback mechanism. This mechanism is required to judge the performance of institute in terms of reaching the intended goals of education. From the analysis of feedback, the strengths and weaknesses of the system can be observed to strengthen the weaker areas. This analysis and remedial measures taken ensure the continual improvisation of the institute. The benefits of this mechanism include making the overall teaching learning environment better. Hence, the college has made a policy decision to collect feedback from all stakeholders to improve the quality of curriculum and overall teaching learning experience.

General Mechanism:

Collection of Feedback
Analysis of the collected Feedback
Action Taken Report

Collection of Feedback

The feedback is obtained from all stakeholders including students, parents, teachers, alumni, and employers.
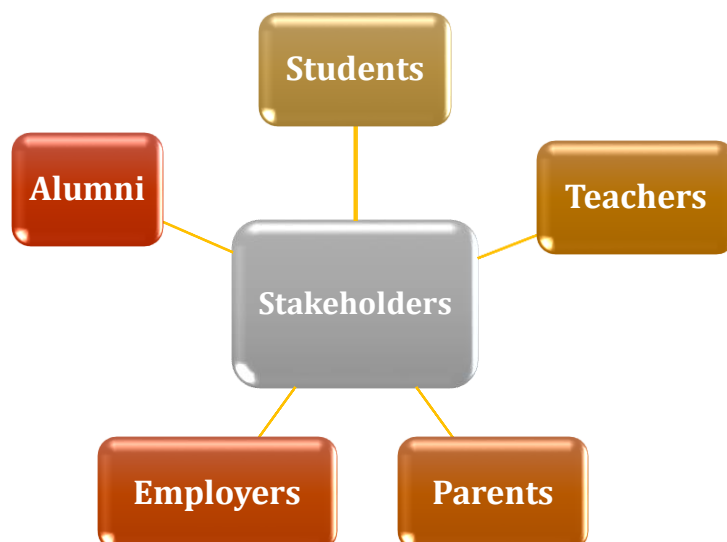
The feedback is taken once a year from the students of both UG and PG classes. The feedback is obtained in structured manner through proformas developed for the purpose. The feedback is also obtained in a non-structured manner through meetings conducted by Director-Principal of the college with class representatives from various departments of the college and through alumni gatherings, functions, board of studies etc. The feedback is also collected at the departmental level by Heads of departments to assess the quality of curriculum of the programmes offered by the department. The faculty encourages students to provide the Institute with thoughtful and productive feedback.

The departments also get feedback from alumni and parents through Board of Studies meetings and Parent-teacher meetings respectively.

To get honest and genuine feedback, it is not mandatory for the stakeholders to reveal their identity. The feedback obtained is kept confidential and used only for the purposes of quality enhancement.

From session 2021-22 all structured feedback was collected through online mode to save paper and to make the process of collection and analysis of feedback easy.

Feedback from under-graduate and post-graduate students was collected. The feedback was collected from students through structured proformas on curriculum, teaching-learning process, evaluation process, infrastructure facilities etc.

Feedback from teaching staff was obtained in the form of a questionnaire.

The feedback from parents was obtained through google form shared with them.

Likewise, the feedback from alumni was collected through online mode. Feedback was also collected from employers regarding the knowledge, skills, abilities, and values of the students at the institute during placement drives and job fests.
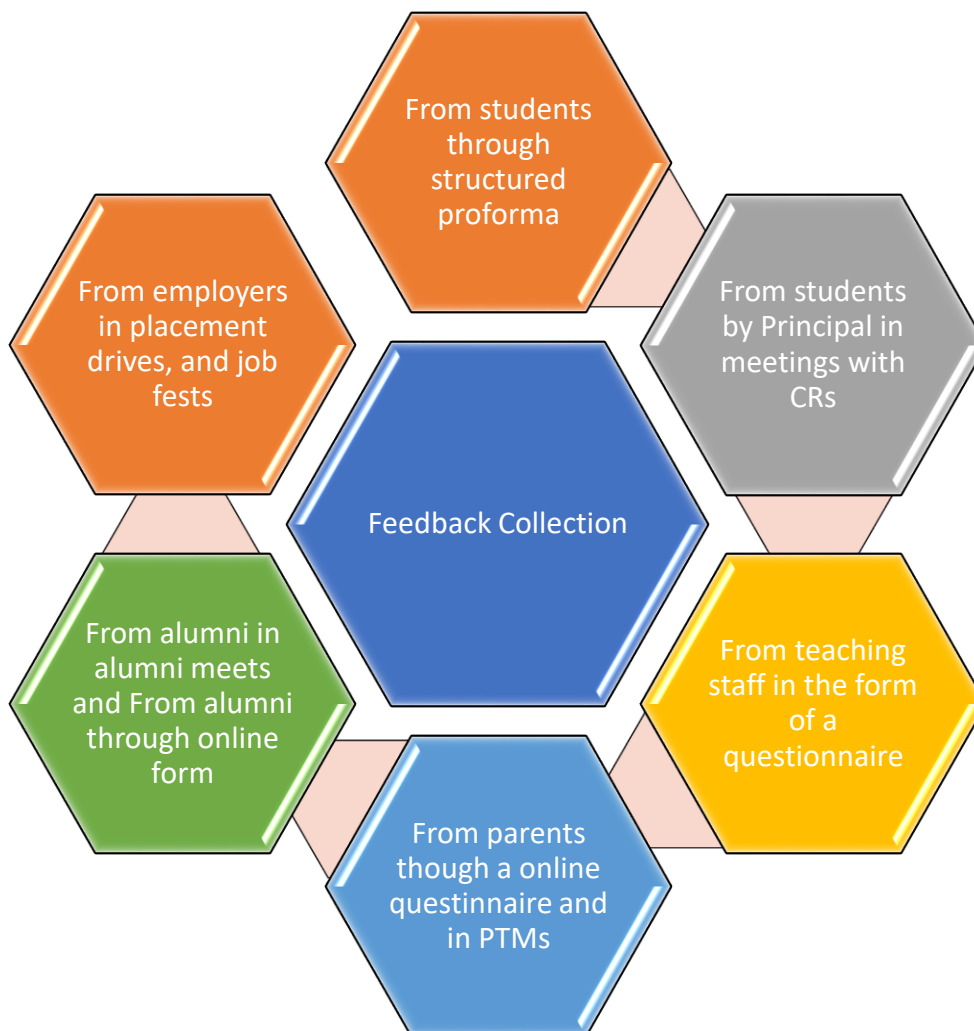
Analysis of the collected Feedback

The collected data is consolidated and analysed for reaching out to the conclusions and the suggestions are also considered. The tables are prepared, and average scores calculated. The average score less than 3 invites necessary action by the IQAC while parameters having score greater than 3 are considered for suggestions pertaining to these parameters are taken cognizance of. After assessment, the IQAC shares the analysis and detailed suggestions with Director-Principal of the college. The feedback is discussed

by the Director-Principal of the college with deans and heads of the departments through meetings.

Action Taken Report

In-depth analysis of the feedback gives insights into the problem areas and the suggestions from various stakeholders are evaluated are examined carefully. After thorough deliberations the course of action to be taken is decided. It is ensured through follow-up that those actions are implemented, and the issues are resolved.

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Structured and Non-
structured Feedback is
collected
    ↓
    Assessed by IQAC and shared
    with Director-Principal
        ↓
        Discussion of Director-Principal with
        Deans and HODs
            ↓
            Course of action is decided
                ↓
                Action is Taken
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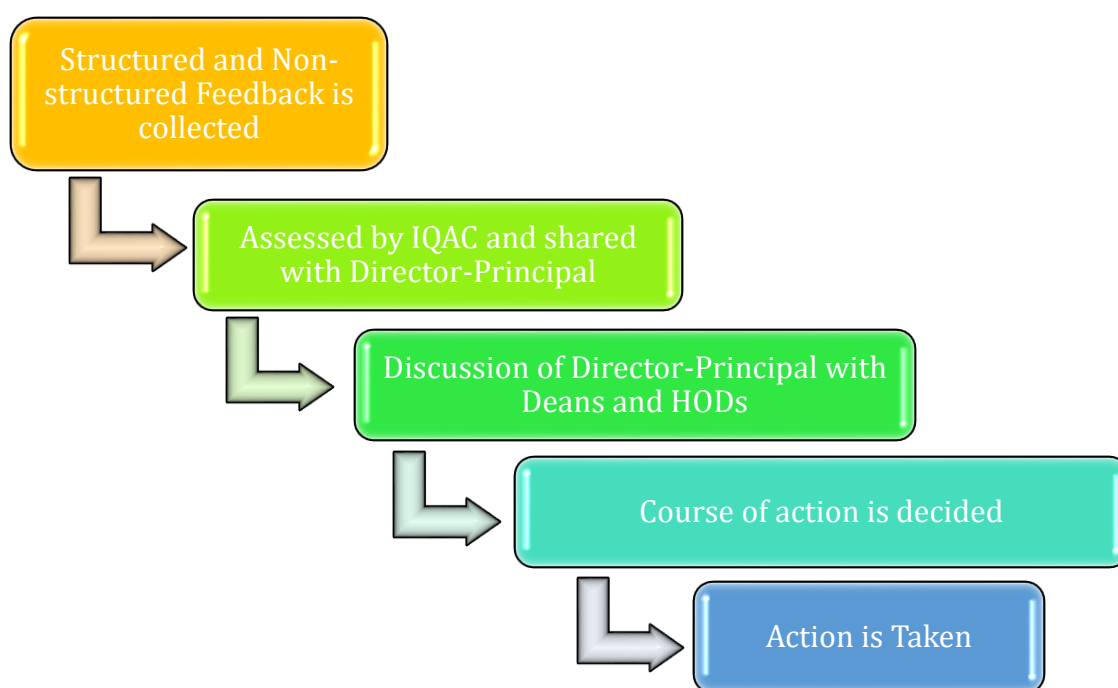
College improvement is the main objective for the design of this feedback system. Feedback responses from both Structured and Non-structured format is helpful in making amendments to curriculum, quality of teaching facilities, placements and other provisions. It is also used to give appreciation to staff to keep them motivated. Feedback shows college a path to review, develop and implement policies and practices in key areas, such as curriculum governance, supervision and monitoring. It enables the college to develop strategies that strengthen the teaching-learning experience.

The insights obtained from feedback are used to make decisions in their light which assist in removing the limitations of the system and gives a better environment for students and

teachers alike. The feedback was obtained from all stakeholders both in structured and non-structured manner. The feedback was collected and assessed by the IQAC and shared with Director-Principal of the college to achieve institutional vision and goals.
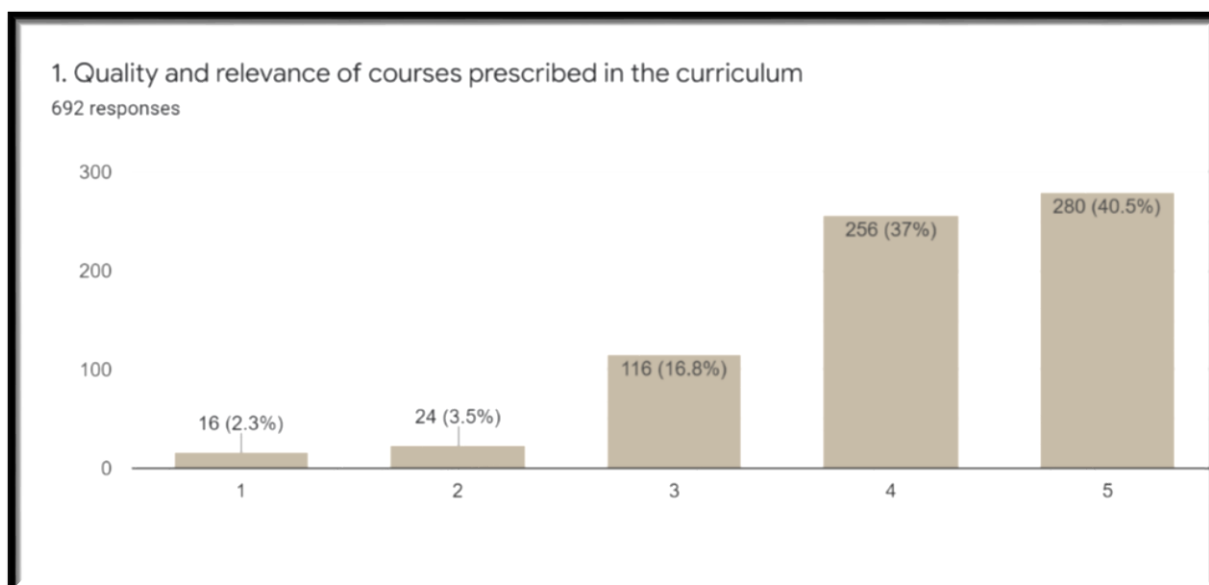
Analysis of Feedback from all stakeholders

1. Feedback from Students

The feedback was collected from students through structured proformas on curriculum, teaching-learning process, evaluation process, infrastructure facilities etc. having a total of 13 parameters. The feedback from students was also obtained through meetings of the Director-Principal of the college with class representatives (CRs) from different departments of the college. In these meetings, students were encouraged to share their problems and were asked for suggestions to improve the teaching learning environment. The responses in structured performa were obtained from UG and PG students on a five-point scale and average score was calculated.

A total of 692 responses obtained from students were analysed as shown below.

Feedback on Curriculum

1. Quality and relevance of courses prescribed in the curriculum

692 responses

2. Learning value (in terms of knowledge, concepts) of the curriculum

692 responses

Rating	Responses
1	14 (2%)
2	30 (4.3%)
3	104 (15%)
4	260 (37.6%)
5	284 (41%)

3. Improvement in skills, abilities through curriculum delivery

692 responses

Rating	Responses
1	19 (2.7%)
2	27 (3.9%)
3	131 (18.9%)
4	245 (35.4%)
5	270 (39%)

4. Relevance of the curriculum to real life situations

692 responses

Rating	Responses
1	16 (2.3%)
2	42 (6.1%)
3	132 (19.1%)
4	246 (35.5%)
5	256 (37%)

5. Relevance of the curriculum in terms of employability

692 responses

Rating	Count (%)
1	26 (3.8%)
2	37 (5.3%)
3	143 (20.7%)
4	234 (33.8%)
5	252 (36.4%)

6. Availability of the resource material (library) related to the curriculum

692 responses

Rating	Count (%)
1	27 (3.9%)
2	33 (4.8%)
3	113 (16.3%)
4	203 (29.3%)
5	316 (45.7%)

7. Infrastructure and classroom facilities for curriculum delivery

692 responses

Rating	Count (%)
1	33 (4.8%)
2	34 (4.9%)
3	127 (18.4%)
4	203 (29.3%)
5	295 (42.6%)

8. Use of ICT for curriculum delivery

692 responses

9. Laboratory facilities/project work related to the curriculum

692 responses

10. Academic/extension activities related to curriculum provided by the college

692 responses

11. Extra-curricular activities provided by the college
691 responses

Rating	Responses
1	32 (4.6%)
2	40 (5.8%)
3	128 (18.5%)
4	206 (29.8%)
5	285 (41.2%)

12. Examination system for evaluation
692 responses

Rating	Responses
1	22 (3.2%)
2	26 (3.8%)
3	118 (17.1%)
4	213 (30.8%)
5	313 (45.2%)

13. Overall quality of curriculum
692 responses

Rating	Responses
1	17 (2.5%)
2	17 (2.5%)
3	125 (18.1%)
4	234 (33.8%)
5	299 (43.2%)

Tabular Representation

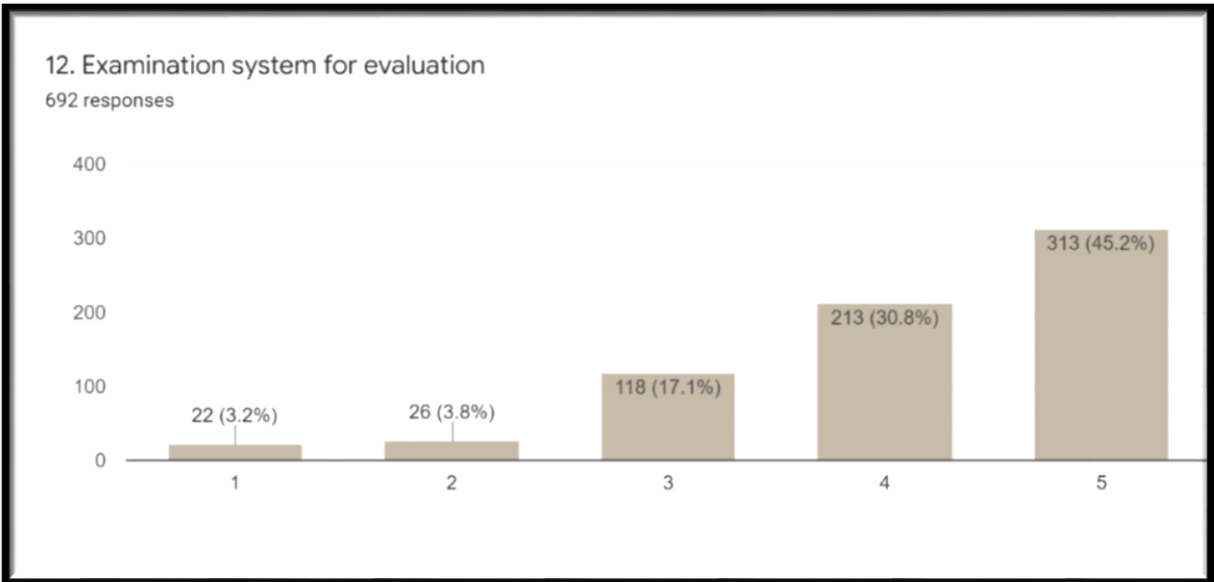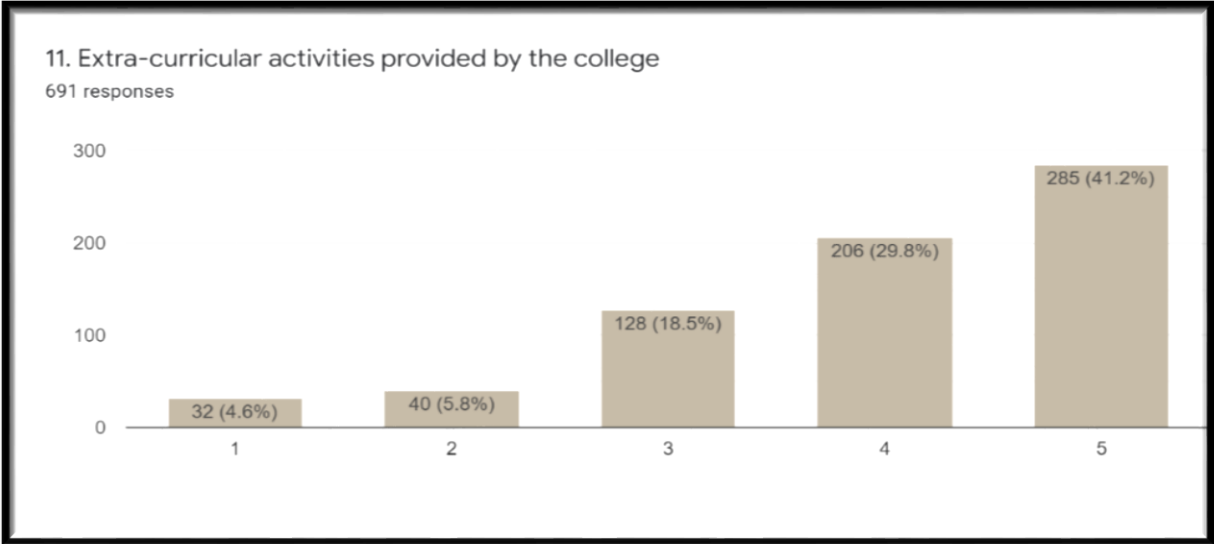| S. No.	Parameter	Excellent (5)	Very Good (4)	Good (3)	Average (2)	Below Average (1)	Average Score	Total %age of Responses getting a score of 5/4/3
1	Quality and relevance of courses prescribed in the curriculum	280 40.50%	256 37%	116 16.80%	24 3.50%	16 2.30%	**4.1**	**94.30%**
2	Learning value (in terms of knowledge, concepts) of the curriculum	284 41.00%	260 37.60%	104 15.00%	30 4.30%	14 2.00%	**4.1**	**93.60%**
3	Improvement in skills, abilities through curriculum delivery	270 39.00%	245 35.40%	131 18.90%	27 3.90%	19 2.70%	**4.0**	**93.30%**
4	Relevance of the curriculum to real life situations	256 37.00%	246 35.50%	132 19.10%	42 6.10%	16 2.30%	**4.0**	**91.60%**
5	Relevance of the curriculum in terms of employability	252 36.40%	234 33.80%	143 20.70%	37 5.30%	26 3.80%	**3.9**	**90.90%**
6	Availability of the resource material (library) related to the curriculum	316 45.70%	203 29.30%	113 16.30%	33 4.80%	27 3.90%	**4.1**	**91.30%**

7	Infrastructure and classroom facilities for curriculum delivery	295 42.60%	203 29.30%	127 18.40%	34 4.90%	33 4.80%	**4.0**	**90.30%**
8	Use of ICT for curriculum delivery	231 33.40%	248 35.80%	151 21.80%	35 5.10%	27 3.90%	**3.9**	**91.00%**
9	Laboratory facilities/project work related to the curriculum	301 43.50%	202 29.20%	114 16.50%	46 6.60%	29 4.20%	**4.0**	**89.20%**
10	Academic/extension activities related to curriculum provided by the college	295 42.60%	216 31.20%	123 17.80%	33 4.80%	25 2.19%	**4.0**	**91.60%**
11	Extra-curricular activities provided by the college	285 41.20%	206 29.80%	128 18.50%	40 5.80%	32 4.60%	**4.0**	**89.50%**
12	Examination system for evaluation	313 45.20%	213 30.80%	118 17.10%	26 3.80%	22 3.20%	**4.1**	**93.10%**
13	Overall quality of curriculum	299 43.20%	234 33.80%	125 18.10%	17 2.50%	17 2.50%	**4.1**	**95.10%**

Graphical Analysis: a) Percentage Vs Parameter
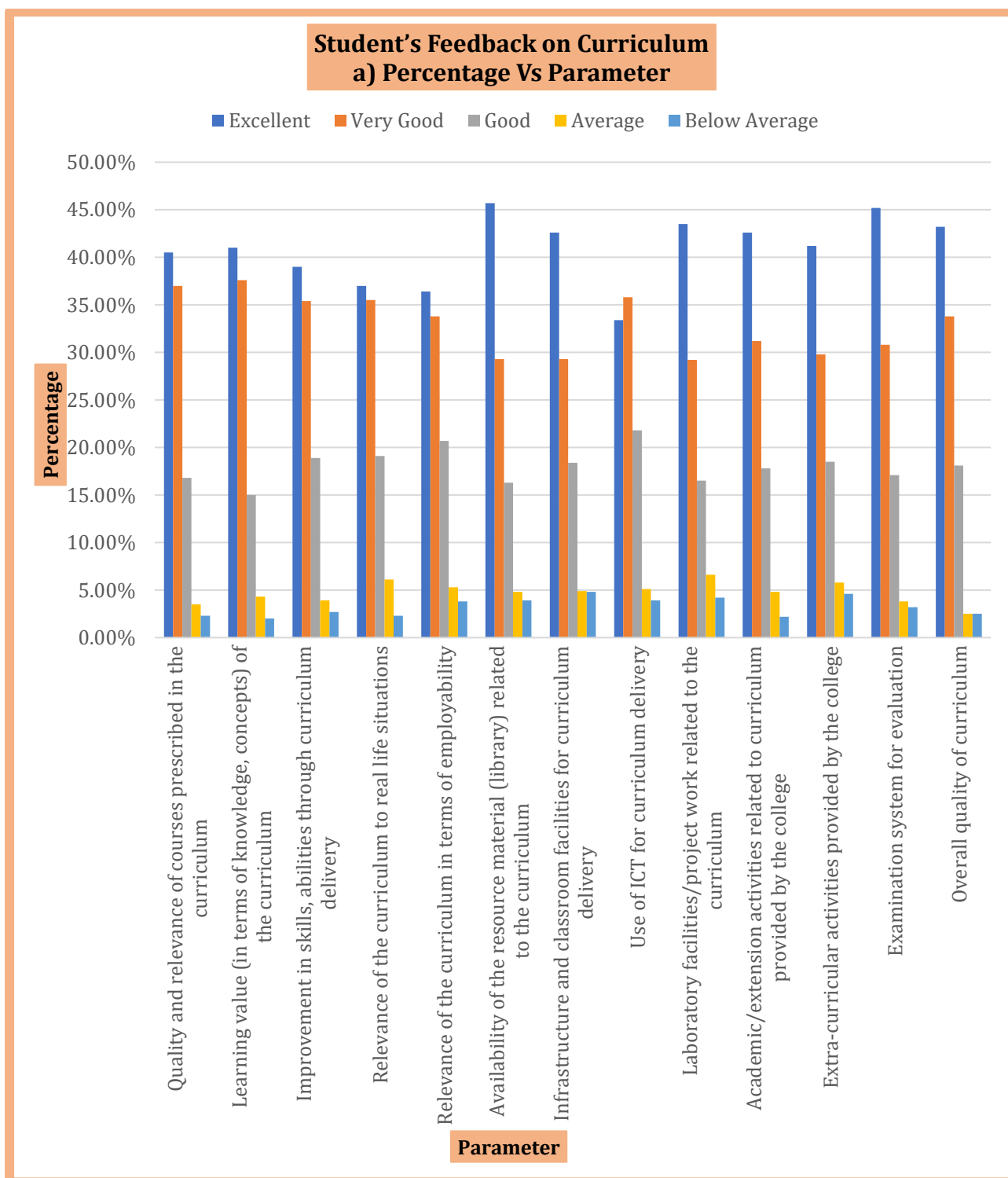
Student's Feedback on Curriculum
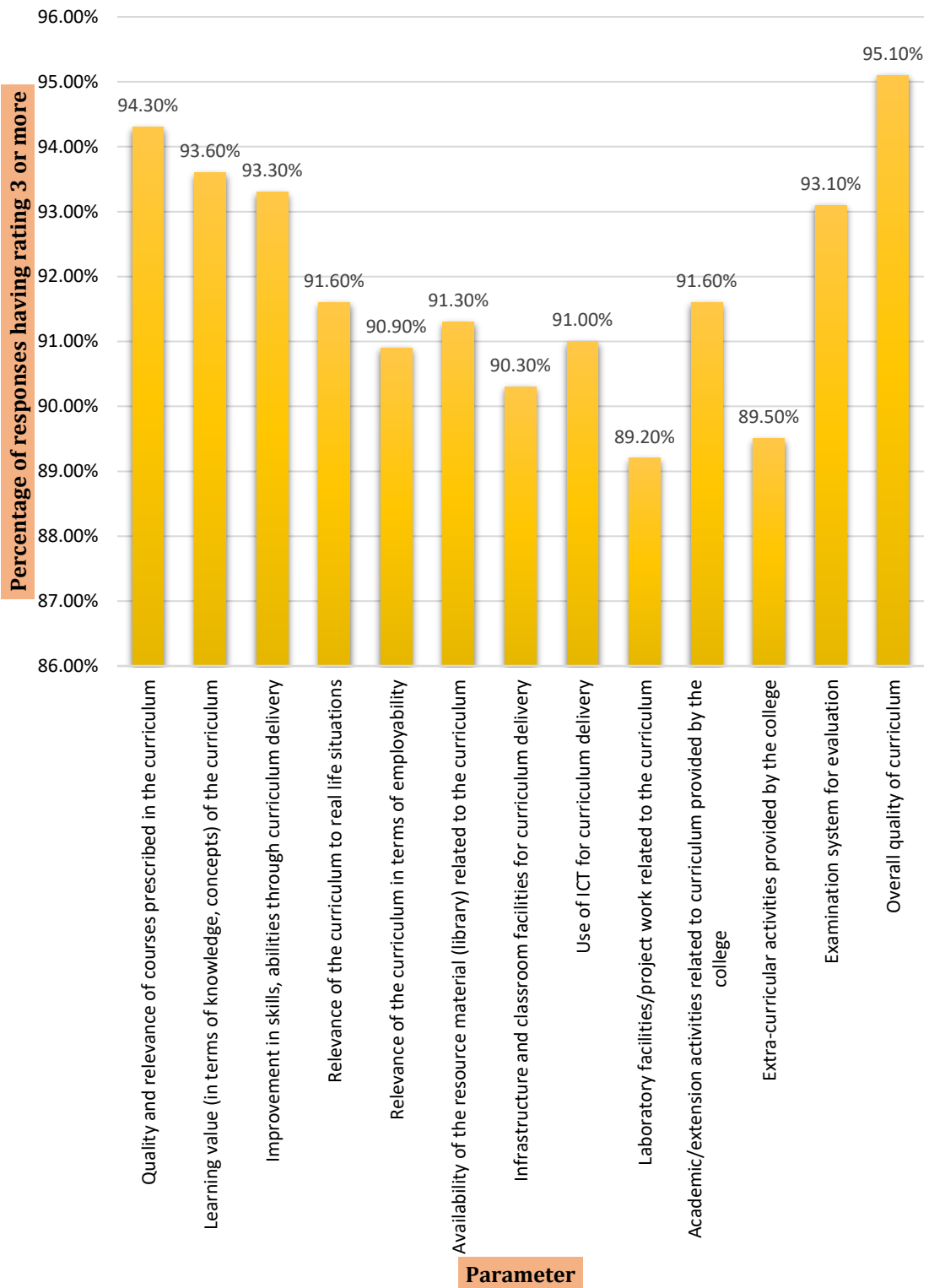**a) Percentage Vs Parameter**

The obtained feedback indicates that a good percentage of responses have received excellent/ very good or good rating on all the parameters i.e., a rating of 3 or more.

- For parameter 1 (Quality and relevance of courses prescribed in the curriculum) 94.3% of responses are in the scale of 3 or more.
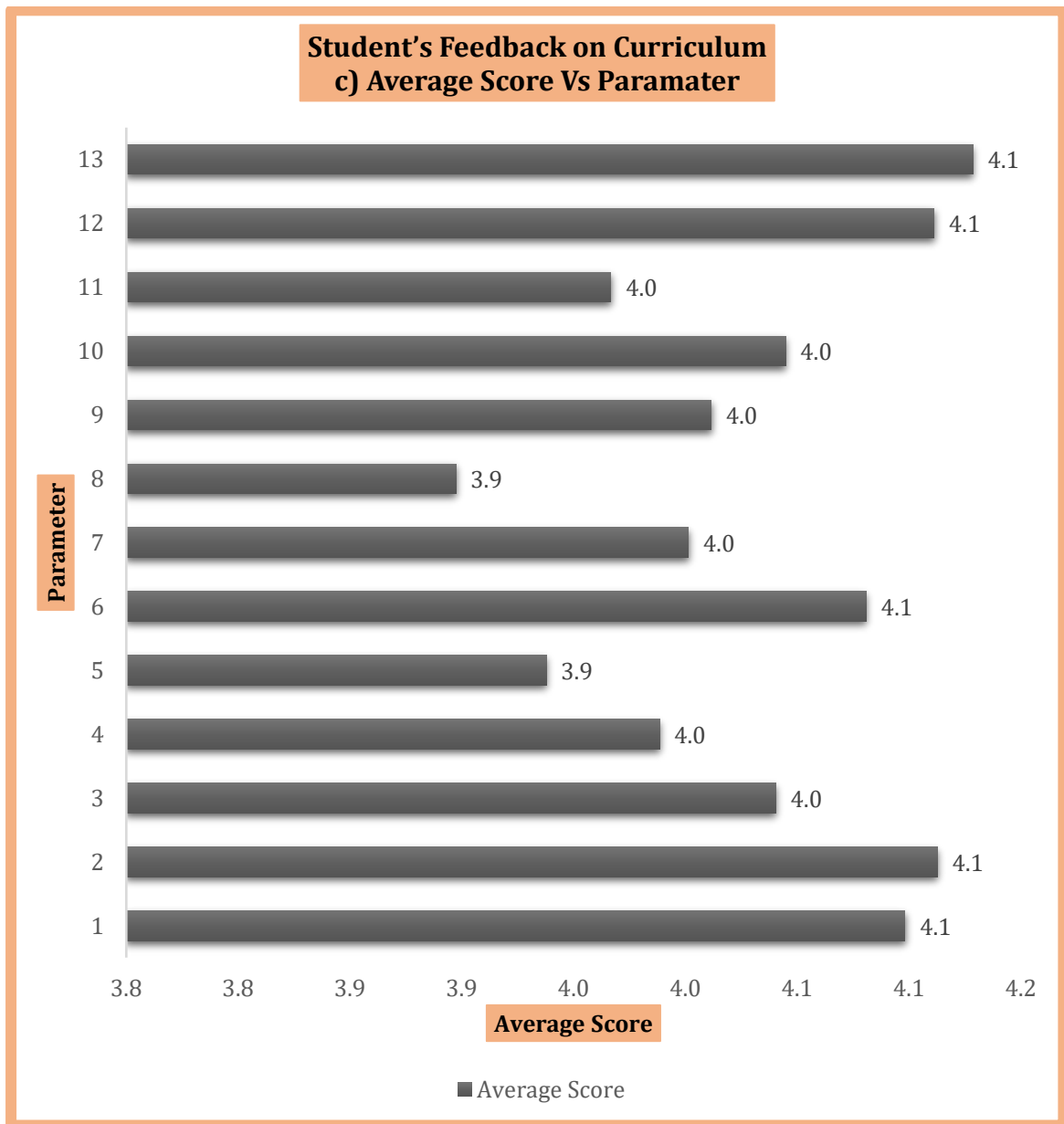
- For parameter 2 (Learning value in terms of knowledge, concepts of the curriculum) 93.6% of total responses are in the scale of 3 or more.

- For parameter 3 (Improvement in skills, abilities through curriculum delivery) 93.3% of total responses are in the scale of 3 or more.

- For parameter 4 (Relevance of the curriculum to real life situations) 91.6% of total responses are in the scale of 3 or more.

- For parameter 5 (Relevance of the curriculum in terms of employability) 90.9% of total responses are in the scale of 3 or more.

- For parameter 6 (Availability of the resource material (library) related to the curriculum) 91.3% of total responses are in the scale of 3 or more.

- For parameter 7 (Infrastructure and classroom facilities for curriculum delivery) related to the program) 90.3% of total responses are in the scale of 3 or more.

- For parameter 8 (Use of ICT for curriculum delivery) 91% of total responses are in the scale of 3 or more.

- For parameter 9 (Laboratory facilities/project work related to the curriculum) 89.2% of total responses are in the scale of 3 or more.

- For parameter 10 (Academic/extension activities related to curriculum provided by the college) 91.6% of total responses are in the scale of 3 or more.

- For parameter 11 (Extra-curricular activities provided by the college) 89.5% of total responses are in the scale of 3 or more.

- For parameter 12 (Examination system for evaluation) 93.1% of total responses are in the scale of 3 or more.

- For parameter 13 (Overall quality of curriculum) 95.1% of total responses are in the scale of 3 or more.

Graphical Analysis: b) Percentage of responses having rating 3 or more Vs Parameter

**Students Feedback on Curriculum
b) Percentage of responses having rating 3 or more Vs Parameter**

Percentage of responses having rating 3 or more

Parameter	%
Quality and relevance of courses prescribed in the curriculum	94.30%
Learning value (in terms of knowledge, concepts) of the curriculum	93.60%
Improvement in skills, abilities through curriculum delivery	93.30%
Relevance of the curriculum to real life situations	91.60%
Relevance of the curriculum in terms of employability	90.90%
Availability of the resource material (library) related to the curriculum	91.30%
Infrastructure and classroom facilities for curriculum delivery	90.30%
Use of ICT for curriculum delivery	91.00%
Laboratory facilities/project work related to the curriculum	89.20%
Academic/extension activities related to curriculum provided by the college	91.60%
Extra-curricular activities provided by the college	89.50%
Examination system for evaluation	93.10%
Overall quality of curriculum	95.10%

Graphical Analysis: c) Average Score Vs Parameter

Student's Feedback on Curriculum
c) Average Score Vs Paramater

Parameter	Average Score
13	4.1
12	4.1
11	4.0
10	4.0
9	4.0
8	3.9
7	4.0
6	4.1
5	3.9
4	4.0
3	4.0
2	4.1
1	4.1

Average Score

■ Average Score

As per the responses and average scores obtained, most of the students were satisfied with the curriculum and overall teaching-learning process in the institution. However, the students had some suggestions such as:

- ❖ More focus should be on practical life situations and skill development
- ❖ Student counselling should be provided by the college
- ❖ There must be more extra-curricular activities and students must be encouraged to participate in cultural activities
- ❖ Organise visits to industries
- ❖ Use more ICT in teaching learning process
- ❖ Provide better lab equipment, books in library

All these suggestions were taken cognizance of, deliberated upon and suitable steps were taken.

2. Feedback from Teachers

Various questions in the form of questionnaire were asked from the teaching staff regarding the facilities in classroom, internet or computing services, library resources, providing freedom to adopt different teaching strategies, incorporating, or modifying course contents in curriculum, opportunities for professional growth. An analysis of total of 74 responses obtained from teachers on a five-point scale are given below:
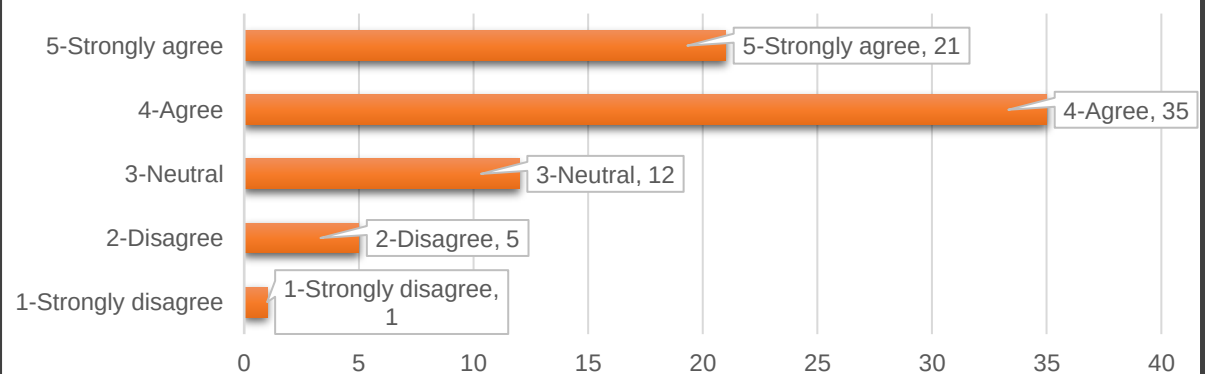
1. The facilities in the classrooms are adequate.
74 Responses
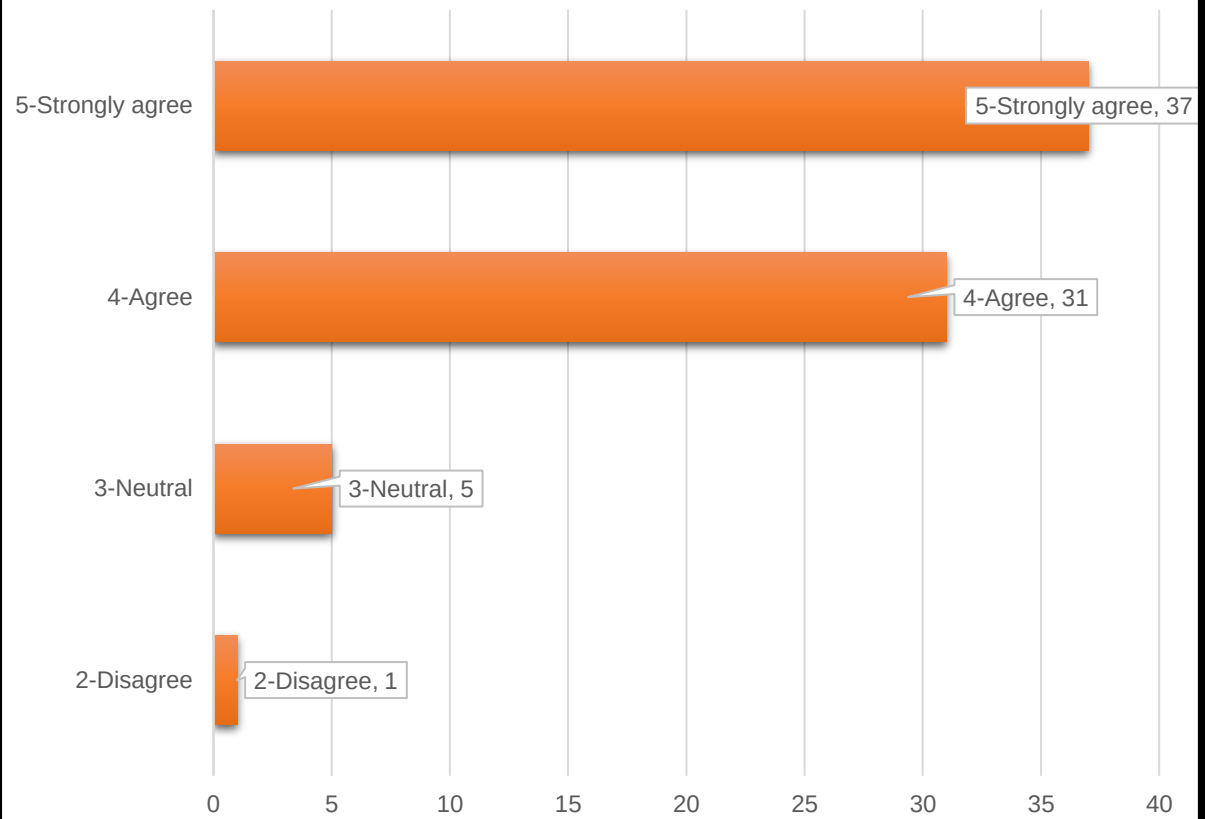
Response	Count
5-Strongly agree	37
4-Agree	31
3-Neutral	5
2-Disagree	1

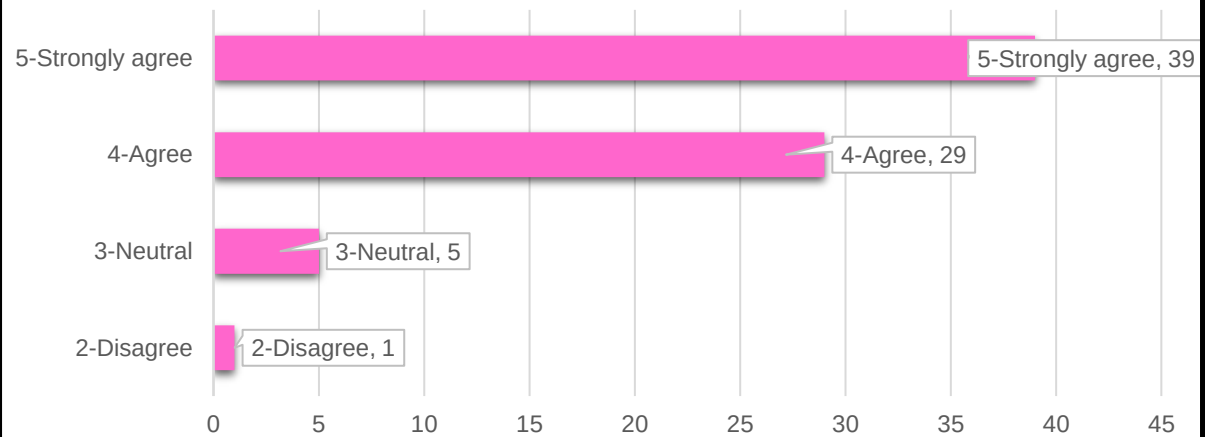**2. The computing and internet facility are adequate to meet needs related to teaching, learning and research.**
74 responses

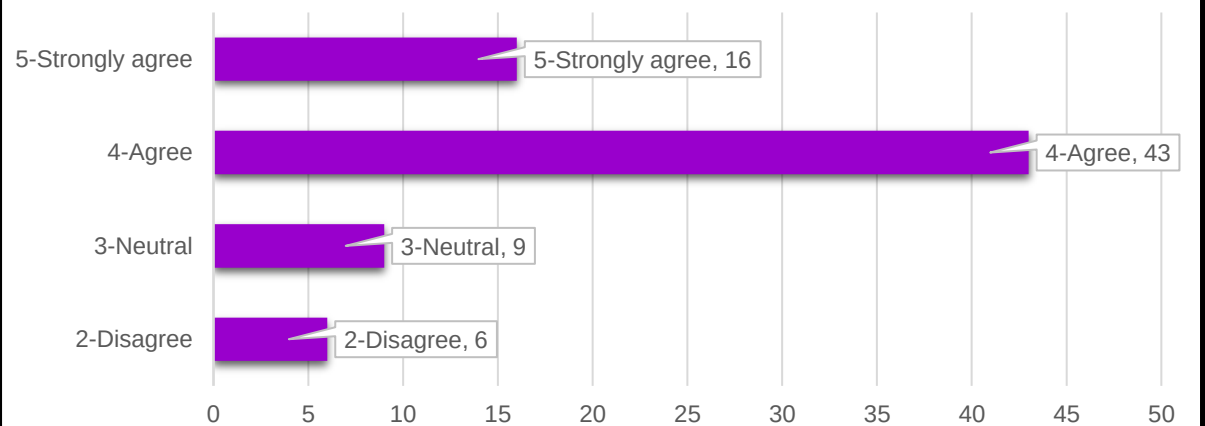| Response	Count
5-Strongly agree	21
4-Agree	35
3-Neutral	12
2-Disagree	5
1-Strongly disagree	1

3. Library resources are adequate for teaching and research.
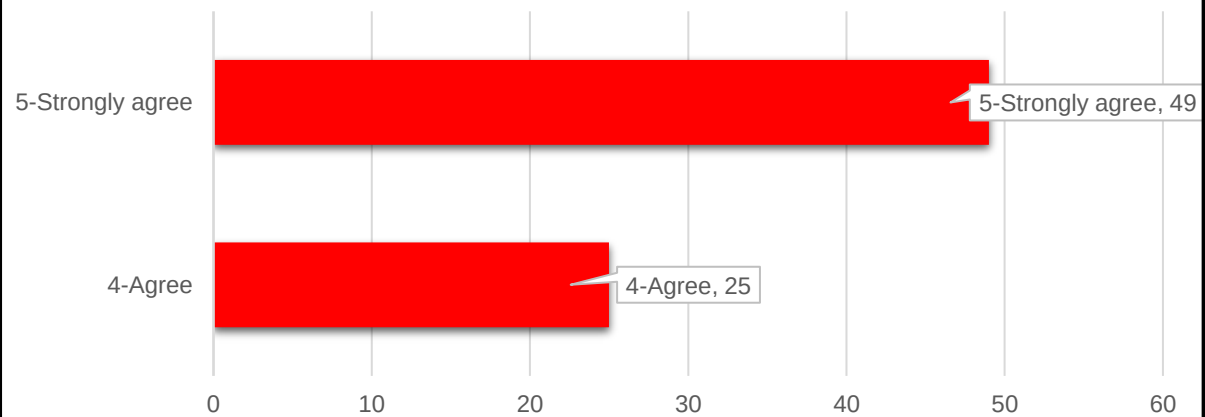74 rsponses

4. The general amenities like drinking water, sanitation and cleanliness are maintained properly.
74 responses

5. The institute provides freedom to adopt different teaching strategies/techniques.
74 responses

6. The institute provides opportunity/freedom to participate in curricular planning and decision making.
74 responses

Response	Count
5-Strongly agree	46
4-Agree	22
3-Neutral	4
2-Disagree	2
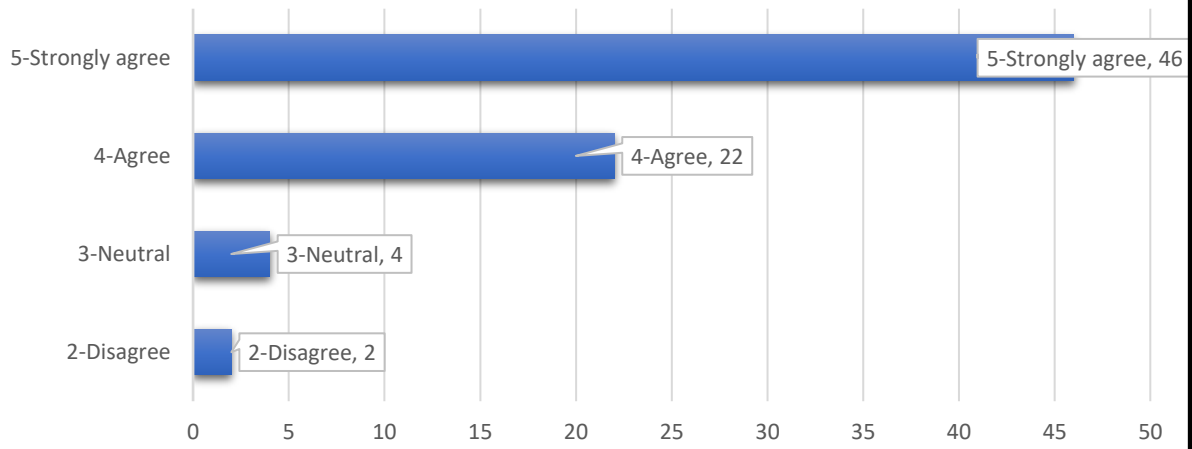
7. The teaching learning environment is stimulating for the students
74 responses

Response	Count
5-Strongly agree	34
4-Agree	36
3-Neutral	4
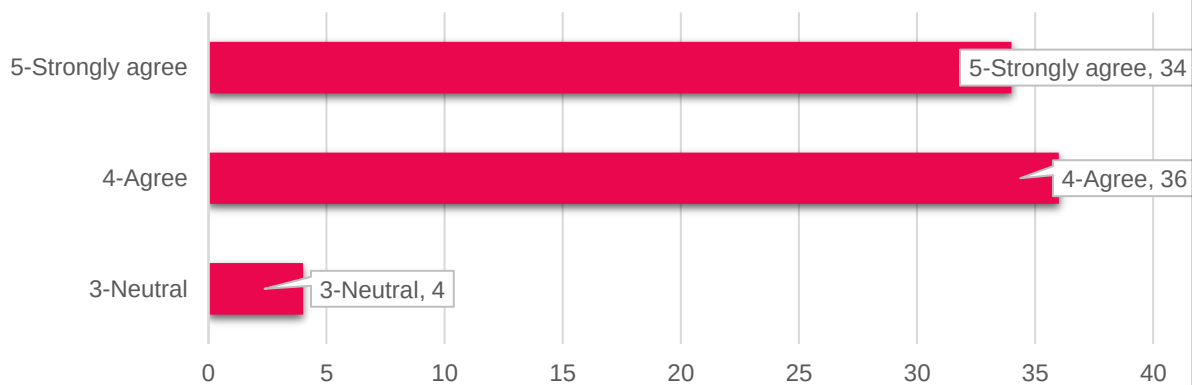
8. The institute provides opportunities for professional growth.
74 responses

Response	Count
5-Strongly Agree	27
4-Agree	40
3-Neutral	4
2-Disagree	2
1-Strongly disagree	1
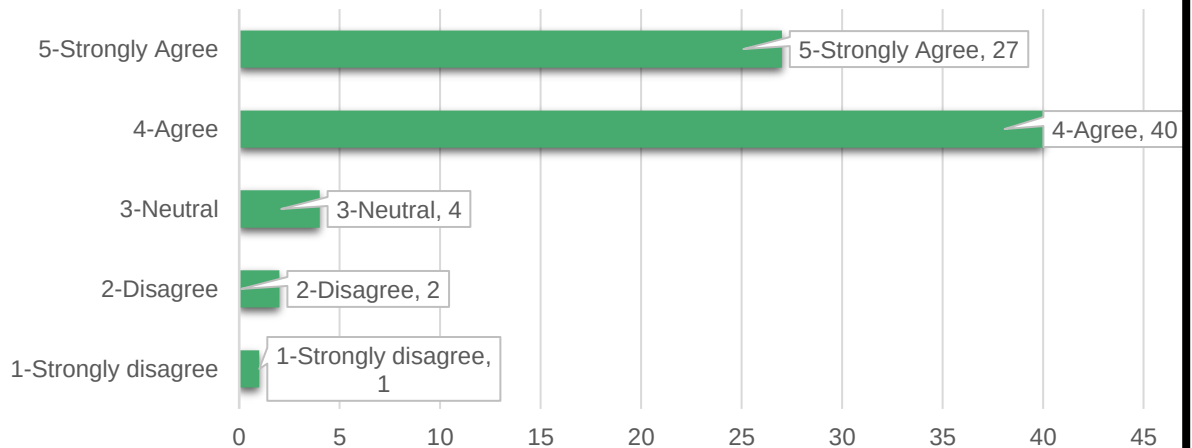
9. The college management and administration is friendly.
74 responses

Response	Count
5-Strongly agree	36
4-Agree	32
3-Neutral	5
2-Disagree	1

10. The institute offers a good working environment.
74 responses

Response	Count
5-Strongly Agree	31
4-Agree	37
3-Neutral	6
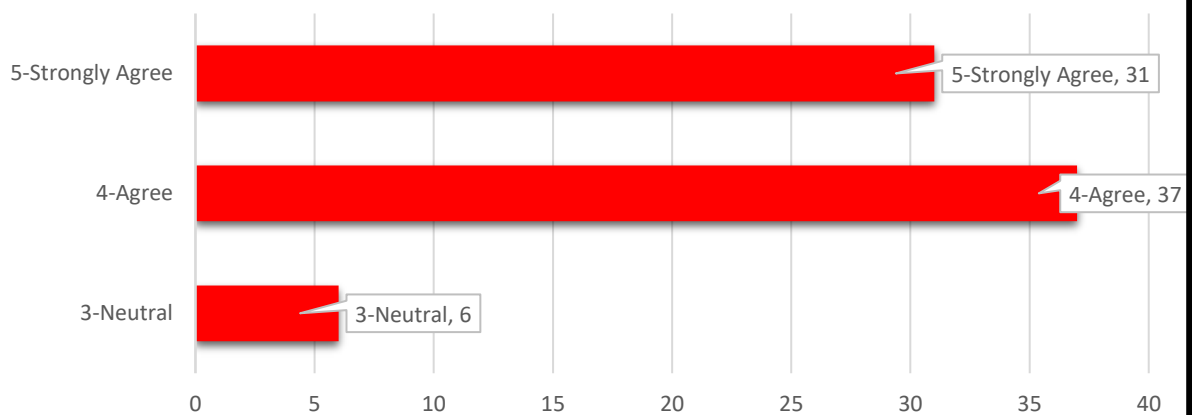
Tabular Representation

S. No.	Parameters	Strongly agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly disagree (1)	Average Score	Total %age of Responses getting a score of 5/4/3

1	The facilities in classrooms are adequate.	37 50.00%	31 41.89%	5 6.80%	1 1.40%	0 0%	4.4	98.69%
2	The computing and internet facility are adequate to meet needs related to teaching, learning and research.	21 28.40%	35 47.30%	12 16.20%	5 6.80%	1 1.4%	3.9	91.9%
3	Library resources are adequate for teaching and research.	39 52.70%	29 39.20%	5 6.80%	1 1.4%	0 0%	4.4	98.7%
4	The general amenities like drinking water, sanitation and cleanliness are maintained properly.	16 21.60%	51 58.10%	9 12.20%	6 8.10%	0 0%	4.4	91.9%
5	The institute provides freedom to adopt different teaching strategies/techniques.	49 66.20%	25 33.80%	0 0%	0 0%	0 0%	4.7	100%
6	The institute provides opportunity/freed	46 62.20%	22 29.70%	4 5.4%	2 2.7%	0 0%	4.5	97.3%

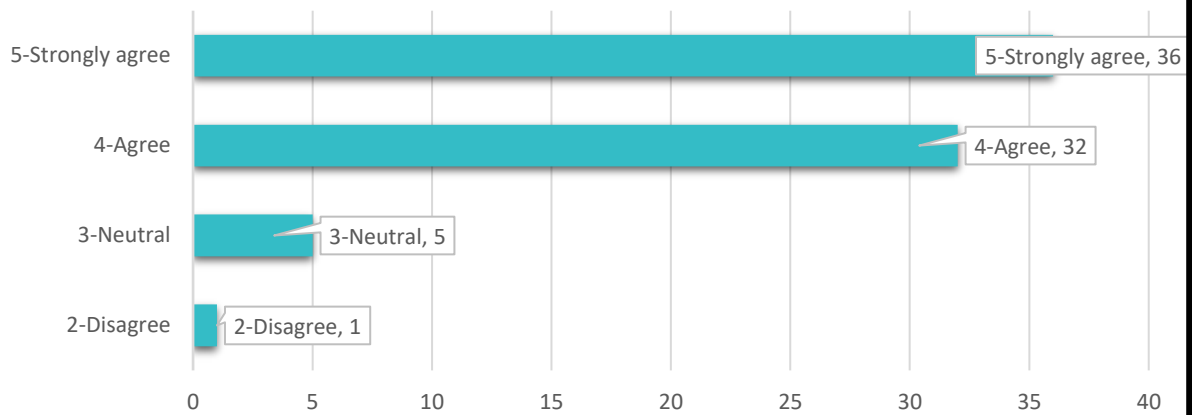|								
	om to participate in curricular planning and decision making							
7	The teaching learning environment is stimulating for the students	34 45.90%	36 48.60%	4 5.40%	0 0%	0 0%	**4.4**	**99.90%**
8	The institute provides opportunities for professional growth.	27 36.50%	40 54.10%	4 5.40%	2 2.70%	1 1.4%	**4.2**	**96%**
9	The college management and administration is friendly.	36 48.60%	32 43.20%	5 6.80%	1 1.40%	0 0%	**4.4**	**98.70%**
10	The institute offers a good working environment.	31 41.90%	37 50.00%	6 8.10%	0 0.00%	0 0.00%	**4.3**	**100%**
	Suggestions for further improvement							

Graphical Analysis: a) Percentage Vs Parameter

Feedback from Teachers
a) Percentage Vs Parameter

Parameter	Excellent	Very Good
The institute offers a good working environment.	41.90%	50.00%
The college management and administration is friendly.	48.60%	43.20%
The institute provides opportunities for professional growth.	36.50%	54.10%
The teaching learning environment is stimulating for the students	45.90%	48.60%
The institute provides opportunity/freedom to participate in curricular planning and decision making	62.20%	29.70%
The institute provides freedom to adopt different teaching strategies/techniques.	66.20%	33.80%
The general amenities like drinking water, sanitation and cleanliness are maintained properly.	21.60%	58.10%
Library resources are adequate for teaching and research.	52.70%	39.20%
The computing and internet facility are adequate to meet needs related to teaching, learning and research.	28.40%	47.30%
The facilities in classrooms are adequate.	50.00%	41.89%

Percentage (vertical axis label)

Parameter (horizontal axis label: 0.00% 20.00% 40.00% 60.00% 80.00% 100.00%)

Legend: ■ Excellent ■ Very Good ■ Good ■ Average ■ Below Average
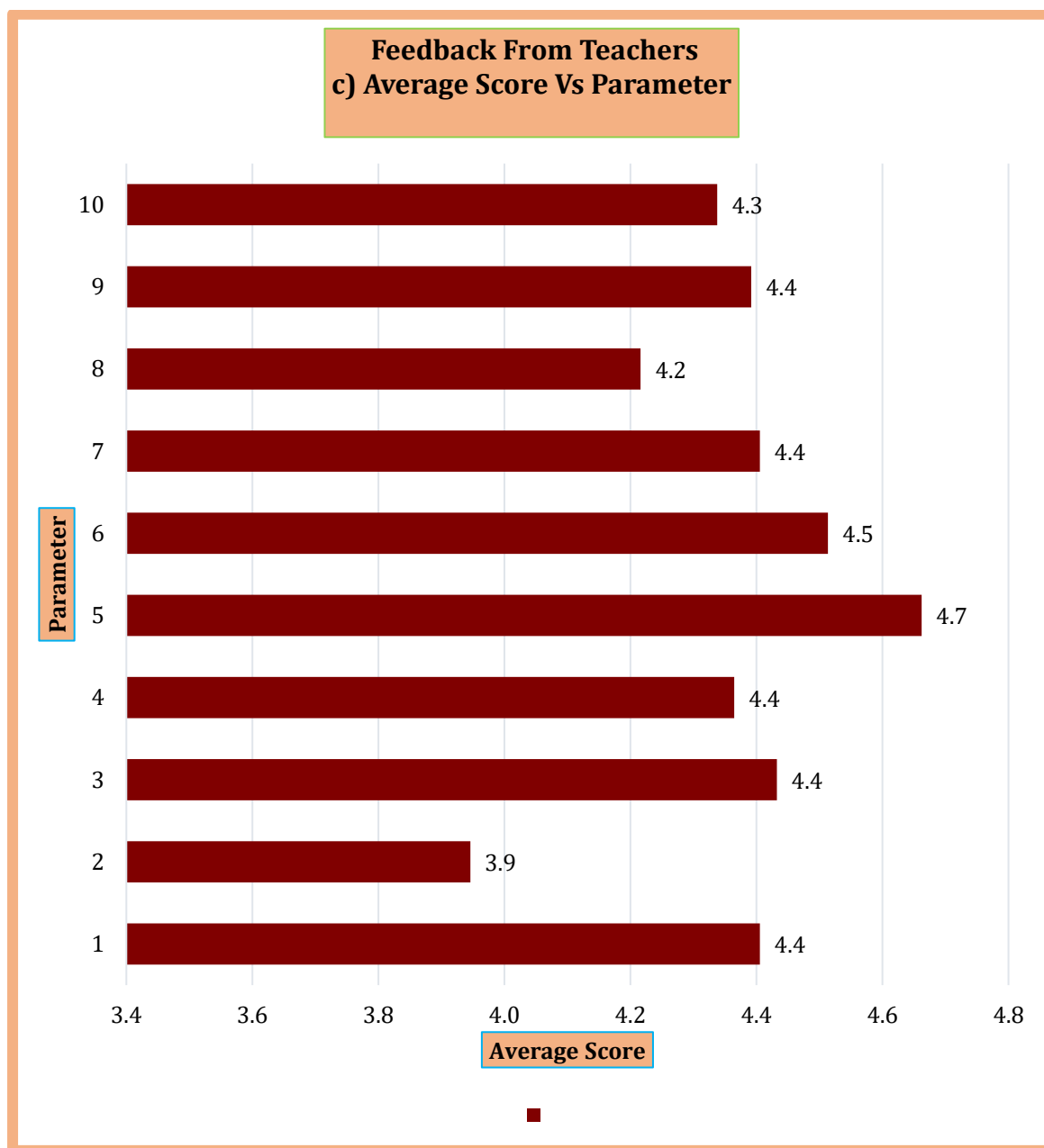
Here as well, the obtained feedback indicates that a good percentage of responses have received excellent/ very good or good rating on all the parameters i.e., a rating of 3 or more.

- For parameter 1 (The facilities in classrooms are adequate) 98.69% of responses are in the scale of 3 or more.
- For parameter 2 (The computing and internet facility are adequate to meet needs related to teaching, learning and research) 91.9% of total responses are in the scale of 3 or more.
- For parameter 3 (Library resources are adequate for teaching and research.) 98.7% of total responses are in the scale of 3 or more.
- For parameter 4 (The general amenities like drinking water, sanitation and cleanliness are maintained properly) 91.9% of total responses are in the scale of 3 or more.
- For parameter 5 (The institute provides freedom to adopt different teaching strategies/techniques) 100% of total responses are in the scale of 3 or more.
- For parameter 6 (The institute provides freedom to propose/modify/incorporate course contents in the curricula) 97.3% of total responses are in the scale of 3 or more.
- For parameter 7 (Students in general participate in the teaching-learning process) 99.9% of total responses are in the scale of 3 or more.
- For parameter 8 (The institute provides opportunities for professional growth) 96% of total responses are in the scale of 3 or more.
- For parameter 9 (The college management and administration is friendly) 98.6% of total responses are in the scale of 3 or more.
- For parameter 10 (The institute offers a good working environment) 100% of total responses are in the scale of 3 or more.

Feedback from Teachers
b) Percentage of responses having rating 3 or more Vs Parameter

Percentage of responses having rating 3 or more

- The facilities in classrooms are adequate. — 98.69%
- The computing and internet facility are adequate to meet needs related to teaching, learning and research. — 91.90%
- Library resources are adequate for teaching and research. — 98.70%
- The general amenities like drinking water, sanitation and cleanliness are maintained properly. — 91.90%
- The institute provides freedom to adopt different teaching strategies/techniques. — 100.00%
- The institute provides opportunity/freedom to participate in curricular planning and decision making — 97.30%
- The teaching learning environment is stimulating for the students — 99.90%
- The institute provides opportunities for professional growth. — 96.00%
- The college management and administration is friendly. — 98.60%
- The institute offers a good working environment. — 100.00%

Parameter

Graphical Analysis: c) Average Score Vs Parameter

Feedback From Teachers
c) Average Score Vs Parameter

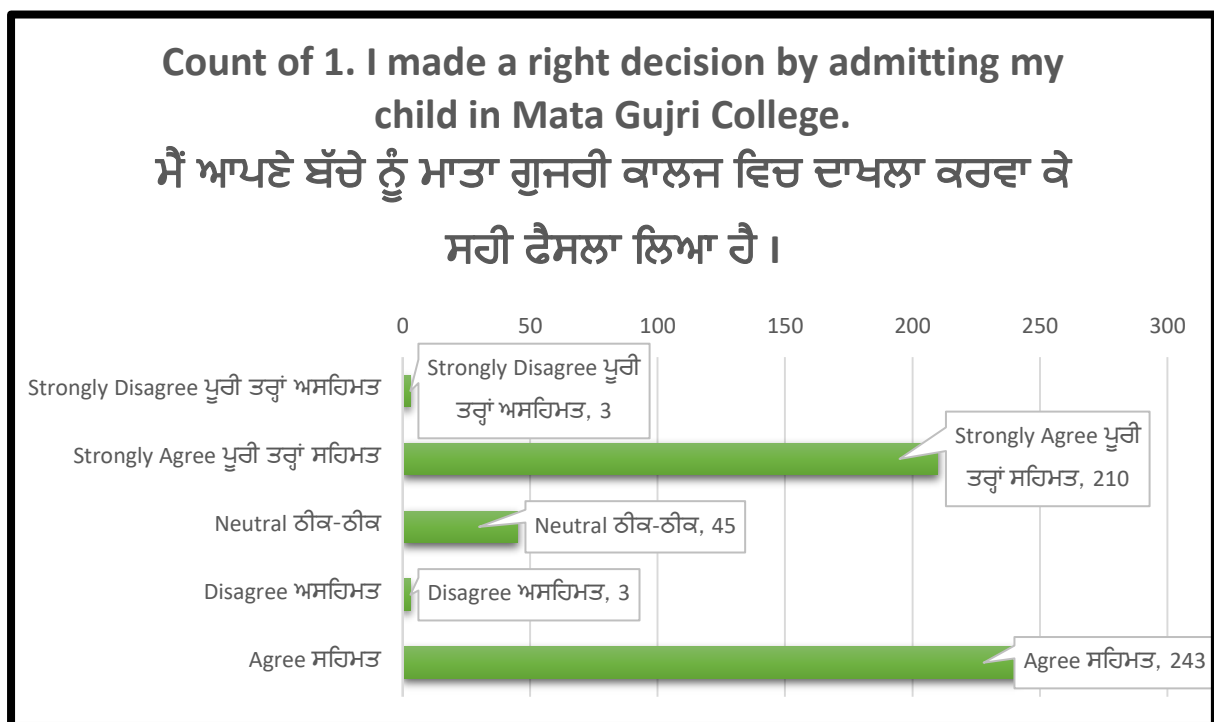| Parameter	Average Score
10	4.3
9	4.4
8	4.2
7	4.4
6	4.5
5	4.7
4	4.4
3	4.4
2	3.9
1	4.4

Majority of the faculty agreed that work environment was good, and they were largely satisfied with the facilities and opportunities provided by the college. However, they had certain suggestions such as:

❖ Provide more smart boards for classrooms
❖ No. of books of subject specialization should be increased in library
❖ More FDPs or faculty training programs shall be organised

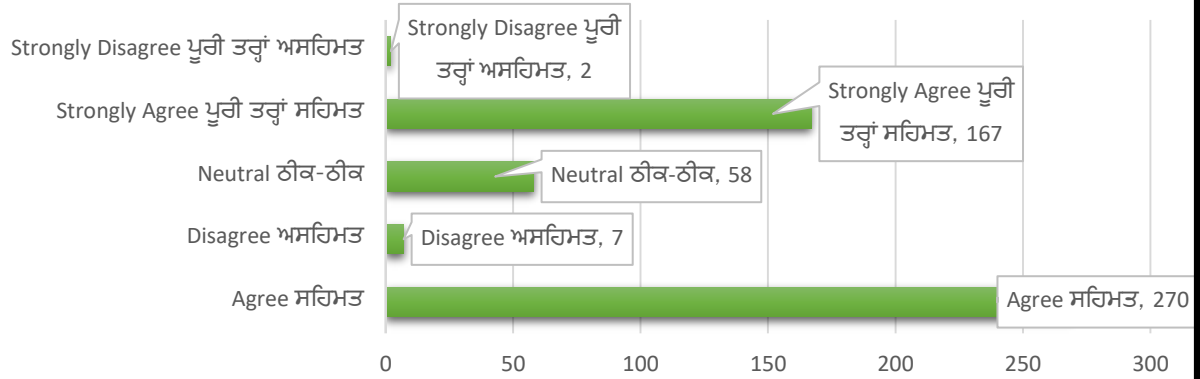All these suggaestions were deliberated upon, and necessary actions were taken.

Feedback from Parents

Feedback from parents was received by the respective departments through parent-teacher meetings. In these meetings, parents were informed and updated about the academic and extracurricular progress of their wards and feedback was obtained in the form of structured performa as given below and suggestions for improvement were invited. An analysis of total of 504 responses is given below.
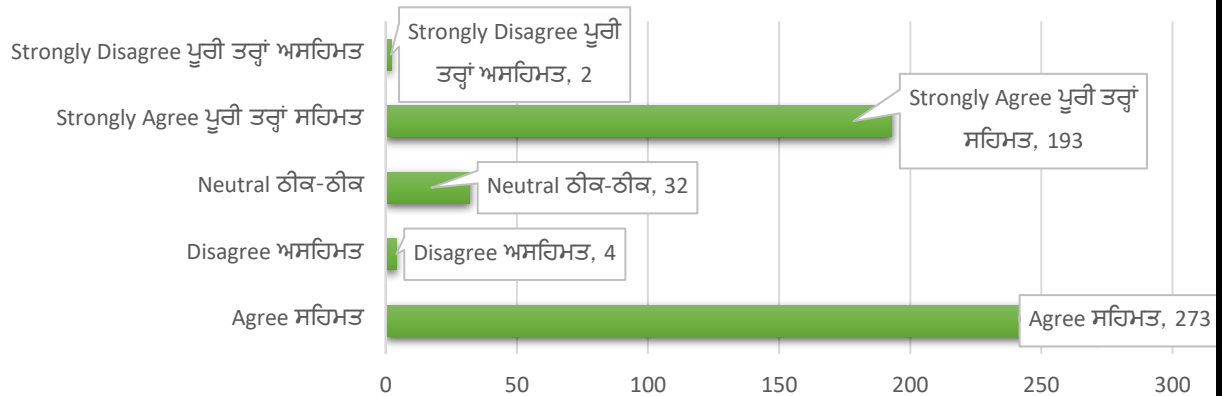
Count of 1. I made a right decision by admitting my child in Mata Gujri College.

ਮੈਂ ਆਪਣੇ ਬੱਚੇ ਨੂੰ ਮਾਤਾ ਗੁਜਰੀ ਕਾਲਜ ਵਿਚ ਦਾਖਲਾ ਕਰਵਾ ਕੇ ਸਹੀ ਫੈਸਲਾ ਲਿਆ ਹੈ ।

Response	Count
Strongly Disagree ਪੂਰੀ ਤਰ੍ਹਾਂ ਅਸਹਿਮਤ	3
Strongly Agree ਪੂਰੀ ਤਰ੍ਹਾਂ ਸਹਿਮਤ	210
Neutral ਠੀਕ-ਠੀਕ	45
Disagree ਅਸਹਿਮਤ	3
Agree ਸਹਿਮਤ	243

Count of 2. The admission process in the college is fair and accurate.
ਕਾਲਜ ਦੀ ਦਾਖਲਾ ਪਰਿਕਿਰਿਆ ਸਹੀ ਅਤੇ ਉਚਿਤ ਹੈ।

Strongly Disagree ਪੂਰੀ ਤਰ੍ਹਾਂ ਅਸਹਿਮਤ, 2
Strongly Agree ਪੂਰੀ ਤਰ੍ਹਾਂ ਸਹਿਮਤ, 167
Neutral ਠੀਕ-ਠੀਕ, 58
Disagree ਅਸਹਿਮਤ, 7
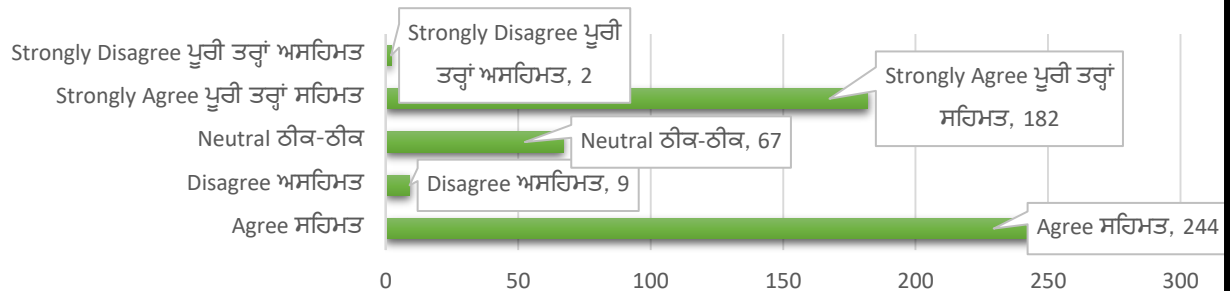Agree ਸਹਿਮਤ, 270

Count of 3. The college environment is conducive for learning. ਕਾਲਜ ਦਾ ਮਾਹੌਲ ਪੜ੍ਹਾਈ ਲਈ ਸੁਖਾਵਾਂ ਹੈ।

Strongly Disagree ਪੂਰੀ ਤਰ੍ਹਾਂ ਅਸਹਿਮਤ, 2
Strongly Agree ਪੂਰੀ ਤਰ੍ਹਾਂ ਸਹਿਮਤ, 193
Neutral ਠੀਕ-ਠੀਕ, 32
Disagree ਅਸਹਿਮਤ, 4
Agree ਸਹਿਮਤ, 273

Count of 4. Discipline in the college is good.
ਕਾਲਜ ਦਾ ਅਨੁਸ਼ਾਸ਼ਨ ਵਧੀਆ ਹੈ ।

Strongly Disagree ਪੂਰੀ ਤਰ੍ਹਾਂ ਅਸਹਿਮਤ — Strongly Disagree ਪੂਰੀ ਤਰ੍ਹਾਂ ਅਸਹਿਮਤ, 3

Strongly Agree ਪੂਰੀ ਤਰ੍ਹਾਂ ਸਹਿਮਤ — Strongly Agree ਪੂਰੀ ਤਰ੍ਹਾਂ ਸਹਿਮਤ, 207

Neutral ਠੀਕ-ਠੀਕ — Neutral ਠੀਕ-ਠੀਕ, 34

Disagree ਅਸਹਿਮਤ — Disagree ਅਸਹਿਮਤ, 2

Agree ਸਹਿਮਤ — Agree ਸਹਿਮਤ, 258

0 50 100 150 200 250 300
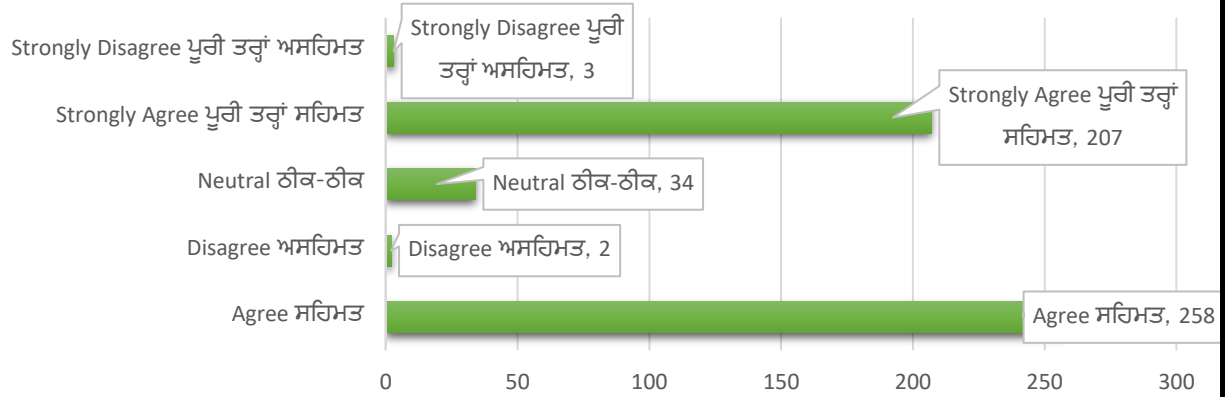
Count of 5. Facilities including library, hostel, transport, health services meet my expectations.
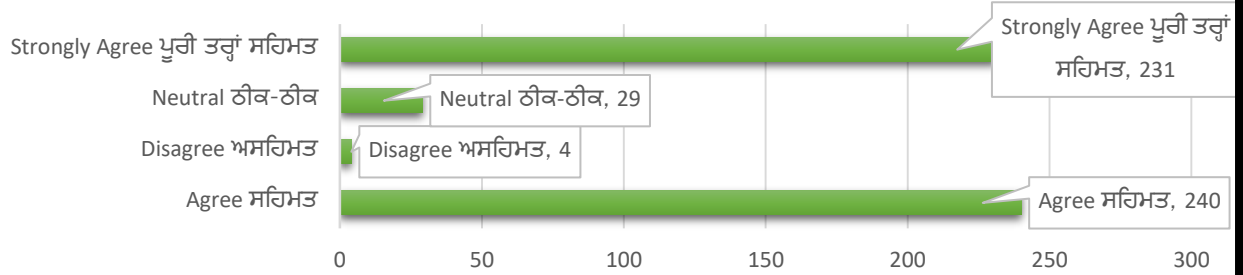## ਕਾਲਜ ਵਿਚ ਮੌਜੂਦ ਸੁਵਿਧਾਵਾਂ ਜਿਵੇਂ ਕਿ ਲਾਇਬਰੇਰੀ, ਹੋਸਟਲ, ਬੱਸਾਂ ਆਦਿ ਮੇਰੀਆਂ ਉਮੀਦਾਂ ਅਨੁਸਾਰ ਹਨ ।

Strongly Disagree ਪੂਰੀ ਤਰ੍ਹਾਂ ਅਸਹਿਮਤ — Strongly Disagree ਪੂਰੀ ਤਰ੍ਹਾਂ ਅਸਹਿਮਤ, 2

Strongly Agree ਪੂਰੀ ਤਰ੍ਹਾਂ ਸਹਿਮਤ — Strongly Agree ਪੂਰੀ ਤਰ੍ਹਾਂ ਸਹਿਮਤ, 182

Neutral ਠੀਕ-ਠੀਕ — Neutral ਠੀਕ-ਠੀਕ, 67

Disagree ਅਸਹਿਮਤ — Disagree ਅਸਹਿਮਤ, 9

Agree ਸਹਿਮਤ — Agree ਸਹਿਮਤ, 244

0 50 100 150 200 250 300

Count of 6. Classes are held regularly.
ਕਾਲਜ ਵਿਚ ਕਲਾਸਾਂ ਨਿਯਮਤ ਰੂਪ ਵਿਚ ਲੱਗਦੀਆਂ ਹਨ ।

Strongly Agree ਪੂਰੀ ਤਰ੍ਹਾਂ ਸਹਿਮਤ — Strongly Agree ਪੂਰੀ ਤਰ੍ਹਾਂ ਸਹਿਮਤ, 240

Neutral ਠੀਕ-ਠੀਕ — Neutral ਠੀਕ-ਠੀਕ, 34

Disagree ਅਸਹਿਮਤ — Disagree ਅਸਹਿਮਤ, 3
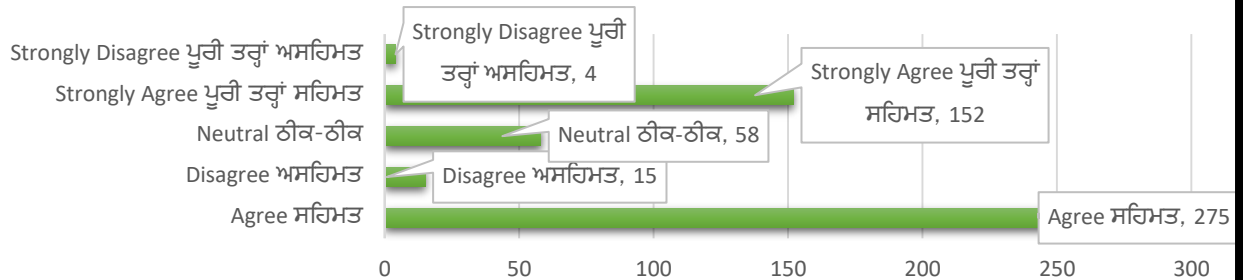
Agree ਸਹਿਮਤ — Agree ਸਹਿਮਤ, 227

0 50 100 150 200 250 300
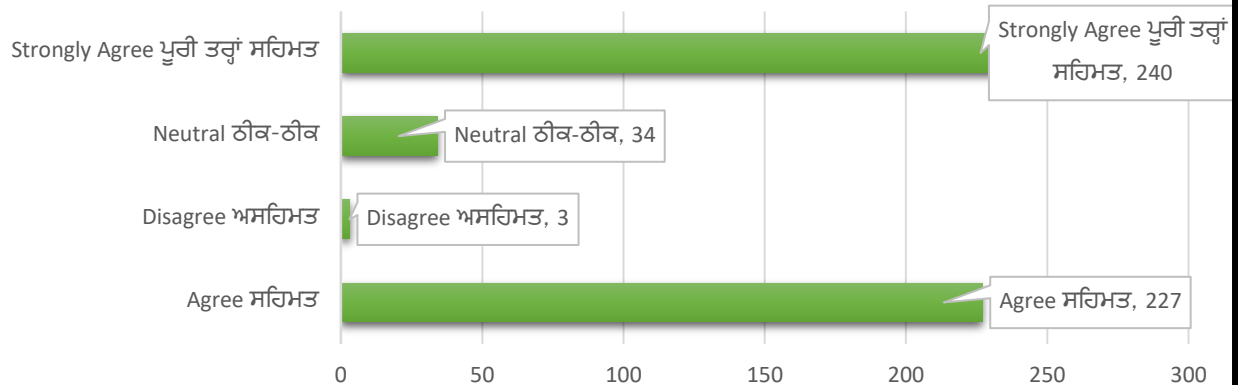
Count of 7. Examination are fair and examination results are declared in time.
ਪ੍ਰੀਖਿਆਵਾਂ ਨਿਰਪੱਖ ਹੁੰਦੀਆਂ ਹਨ ਅਤੇ ਨਤੀਜੇ ਸਮੇਂ ਸਿਰ ਆਉਂਦੇ ਹਨ ।

Strongly Agree ਪੂਰੀ ਤਰ੍ਹਾਂ ਸਹਿਮਤ, 231
Neutral ਠੀਕ-ਠੀਕ, 29
Disagree ਅਸਹਿਮਤ, 4
Agree ਸਹਿਮਤ, 240

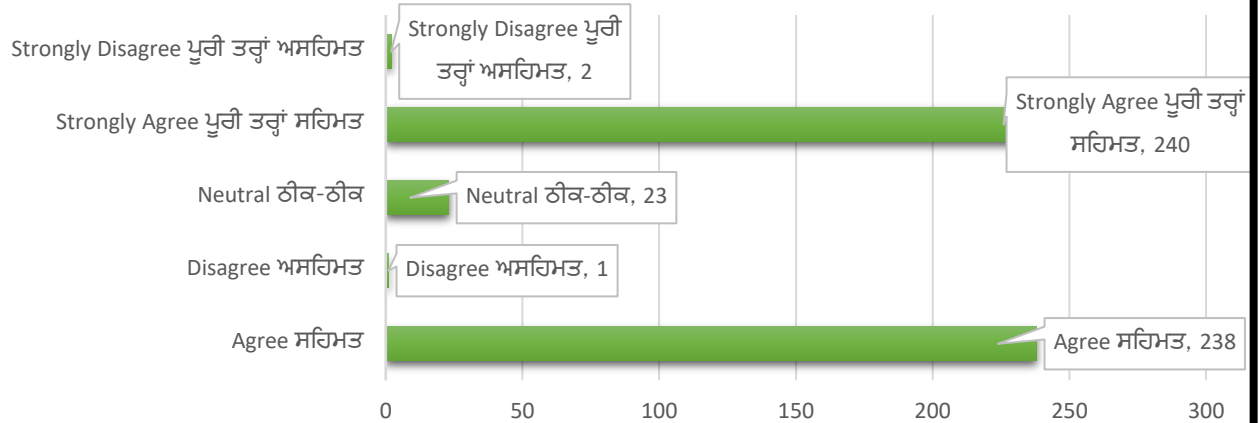0   50   100   150   200   250   300

Count of 8. I get update on academic and extra-curricular progress of my ward.
ਮੈਨੂੰ ਕਾਲਜ ਵੱਲੋਂ ਸਮੇਂ ਸਮੇਂ ਤੇ ਆਪਣੇ ਬੱਚੇ ਦੀ ਕਾਰਗੁਜ਼ਾਰੀ ਸਬੰਧੀ ਜਾਣਕਾਰੀ ਦਿੱਤੀ ਜਾਂਦੀ ਹੈ ।
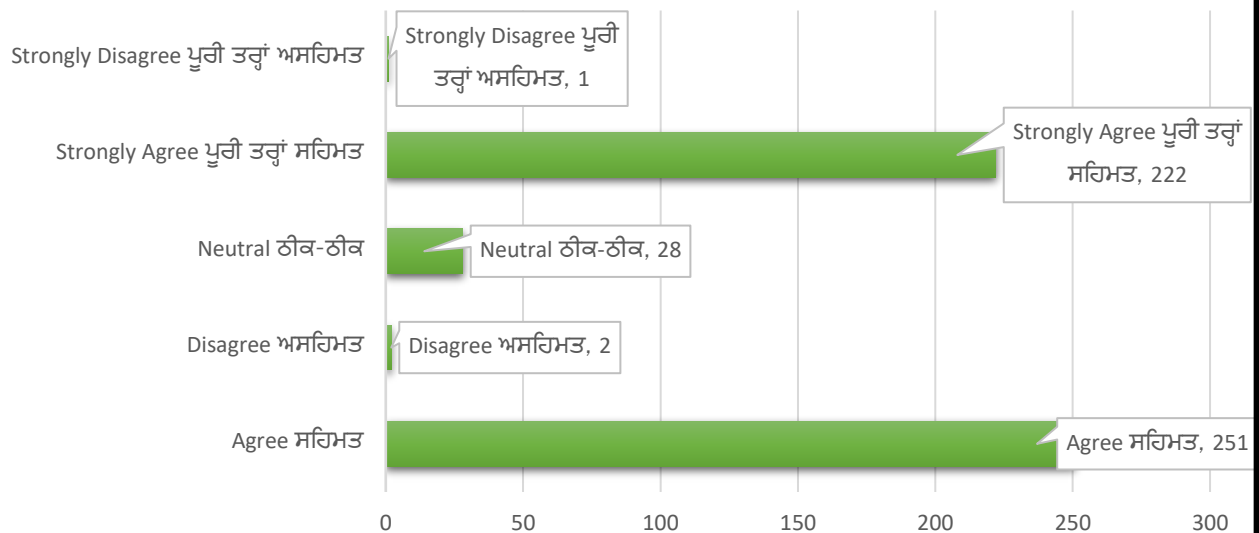
Strongly Disagree ਪੂਰੀ ਤਰ੍ਹਾਂ ਅਸਹਿਮਤ, 4
Strongly Agree ਪੂਰੀ ਤਰ੍ਹਾਂ ਸਹਿਮਤ, 152
Neutral ਠੀਕ-ਠੀਕ, 58
Disagree ਅਸਹਿਮਤ, 15
Agree ਸਹਿਮਤ, 275

0   50   100   150   200   250   300

31

Count of 9. I feel my ward is safe and secured at the institute.

ਮੈਂ ਕਾਲਜ ਵਿਚ ਆਪਣੇ ਬੱਚੇ ਨੂੰ ਸੁਰੱਖਿਅਤ ਮਹਿਸੂਸ ਕਰਦਾ/ਕਰਦੀ ਹਾਂ।

Strongly Disagree ਪੂਰੀ ਤਰ੍ਹਾਂ ਅਸਹਿਮਤ — Strongly Disagree ਪੂਰੀ ਤਰ੍ਹਾਂ ਅਸਹਿਮਤ, 2

Strongly Agree ਪੂਰੀ ਤਰ੍ਹਾਂ ਸਹਿਮਤ — Strongly Agree ਪੂਰੀ ਤਰ੍ਹਾਂ ਸਹਿਮਤ, 240

Neutral ਠੀਕ-ਠੀਕ — Neutral ਠੀਕ-ਠੀਕ, 23

Disagree ਅਸਹਿਮਤ — Disagree ਅਸਹਿਮਤ, 1

Agree ਸਹਿਮਤ — Agree ਸਹਿਮਤ, 238

(x-axis: 0, 50, 100, 150, 200, 250, 300)

Count of 10. I feel satisfied with the overall progress of my child.

ਮੈਂ ਆਪਣੇ ਬੱਚੇ ਦੀ ਕਾਰਗੁਜ਼ਾਰੀ ਅਤੇ ਤਰੱਕੀ ਤੋਂ ਖ਼ੁਸ਼ ਹਾਂ।

Strongly Disagree ਪੂਰੀ ਤਰ੍ਹਾਂ ਅਸਹਿਮਤ — Strongly Disagree ਪੂਰੀ ਤਰ੍ਹਾਂ ਅਸਹਿਮਤ, 1

Strongly Agree ਪੂਰੀ ਤਰ੍ਹਾਂ ਸਹਿਮਤ — Strongly Agree ਪੂਰੀ ਤਰ੍ਹਾਂ ਸਹਿਮਤ, 222

Neutral ਠੀਕ-ਠੀਕ — Neutral ਠੀਕ-ਠੀਕ, 28

Disagree ਅਸਹਿਮਤ — Disagree ਅਸਹਿਮਤ, 2

Agree ਸਹਿਮਤ — Agree ਸਹਿਮਤ, 251

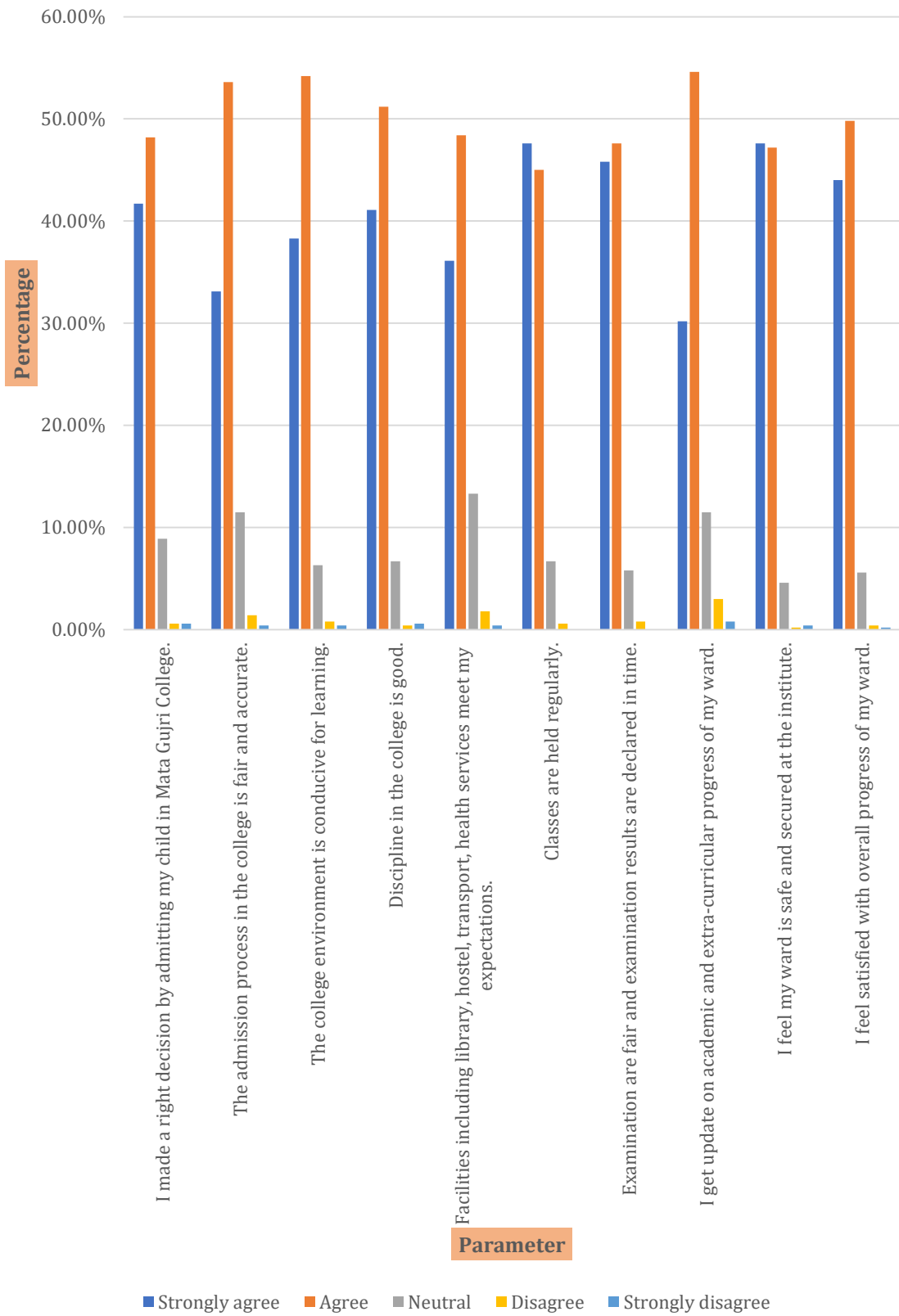(x-axis: 0, 50, 100, 150, 200, 250, 300)

S.No.	Parameter	Strongly agree ਪੂਰੀ ਤਰ੍ਹਾਂ ਸਹਿਮਤ (5)	Agree ਸ਼ਹਿਮਤ (4)	Neutral ਠੀਕ-ਠਾਕ (3)	Disagree ਅਸਹਿਮਤ (2)	Strongly disagree ਪੂਰੀ ਤਰ੍ਹਾਂ ਅਸਹਿਮਤ (1)	Average Score	Total %age of Responses getting a score of 5/4/3
1	I made a right decision by admitting my child in Mata Gujri College. ਮੈਂ ਆਪਣੇ ਬੱਚੇ ਨੂੰ ਮਾਤਾ ਗੁਜਰੀ ਕਾਲਜ ਵਿਚ ਦਾਖਲ ਕਰਵਾ ਕੇ ਸਹੀ ਫੈਸਲਾ ਲਿਆ ਹੈ।	210 41.7%	243 48.2%	45 8.9%	3 0.6%	3 0.6%	4.3	98.8%
2	The admission process in the college is fair and accurate. ਕਾਲਜ ਦੀ ਦਾਖਲਾ ਪ੍ਰਕਿਰਿਆ ਸਹੀ ਅਤੇ ਉਚਿੱਤ ਹੈ।	167 33.1%	270 53.6%	58 11.5%	7 1.4%	2 0.4%	4.2	98.2%
3	The college environment is conducive for learning. ਕਾਲਜ ਦਾ ਮਾਹੌਲ ਪੜ੍ਹਾਈ ਲਈ ਸੁਖਾਵਾਂ ਹੈ।	193 38.3%	273 54.2%	32 6.3%	4 0.8%	2 0.4%	4.3	98.8%
4	Discipline in the college is good. ਕਾਲਜ ਦਾ ਅਨੁਸਾਸ਼ਨ ਵਧੀਆ ਹੈ।	207 41.1%	258 51.2%	34 6.7%	2 0.4%	3 0.6%	4.3	99%
5	Facilities including library, hostel, transport, health services meet my expectations. ਕਾਲਜ ਵਿਚ ਮੌਜੂਦ ਸੁਵਿਧਾਵਾਂ ਜਿਵੇਂ ਕਿ ਲਾਇਬਰੇਰੀ, ਹੋਸਟਲ, ਬੱਸਾਂ ਆਦਿ ਮੇਰੀਆਂ ਉਮੀਦਾਂ ਅਨੁਸਾਰ ਹਨ।	182 36.1%	244 48.4%	67 13.3%	9 1.8%	2 0.4%	4.2	97.8%
6	Classes are held regularly.	240	227	34	3	0	4.4	99.3%

	ਕਾਲਜ ਵਿਚ ਕਲਾਸਾਂ ਨਿਯਮਤ ਰੂਪ ਵਿਚ ਲੱਗਦੀਆਂ ਹਨ।	47.6%	45%	6.7%	0.6%	0%		
7	Examination are fair and examination results are declared in time.	231	240	29	4	0	4.4	99.2%
	ਪ੍ਰੀਖਿਆਵਾਂ ਨਿਰਪੱਖ ਹੁੰਦੀਆਂ ਹਨ ਅਤੇ ਨਤੀਜੇ ਸਮੇਂ ਸਿਰ ਆਉਂਦੇ ਹਨ।	45.8%	47.6%	5.8%	0.8%	0%		
8	I get update on academic and extra-curricular progress of my ward.	152	275	58	15	4	4.1	96.3%
	ਮੈਨੂੰ ਕਾਲਜ ਵੱਲੋਂ ਸਮੇਂ ਸਮੇਂ ਤੇ ਆਪਣੇ ਬੱਚੇ ਦੀ ਕਾਰਗੁਜ਼ਾਰੀ ਸਬੰਧੀ ਜਾਣਕਾਰੀ ਦਿੱਤੀ ਜਾਂਦੀ ਹੈ।	30.2%	54.6%	11.5%	3%	0.8%		
9	I feel my ward is safe and secured at the institute.	240	238	23	1	2	4.4	99.4%
	ਮੈਂ ਕਾਲਜ ਵਿਚ ਆਪਣੇ ਬੱਚੇ ਨੂੰ ਸੁਰੱਖਿਅਤ ਮਹਿਸੂਸ ਕਰਦਾ ਹਾਂ/ਕਰਦੀ ਹਾਂ।	47.6%	47.2%	4.6%	0.2%	0.4%		
10	I feel satisfied with overall progress of my ward.	222	251	28	2	1	4.4	99.4%
	ਮੈਂ ਆਪਣੇ ਬੱਚੇ ਦੀ ਕਾਰਗੁਜ਼ਾਰੀ ਅਤੇ ਤਰੱਕੀ ਤੋਂ ਖੁਸ਼ ਹਾਂ।	44%	49.8%	5.6%	0%	0.20%		
Suggestions for further improvement ਬਿਹਤਰੀ ਲਈ ਸੁਝਾਵ								

Graphical Analysis: a) Percentage Vs Parameter

Feedback from Parents
a) Percentage Vs Parameter

Legend: ■ Strongly agree ■ Agree ■ Neutral ■ Disagree ■ Strongly disagree

Y-axis: Percentage
X-axis: Parameter

Parameters:
- I made a right decision by admitting my child in Mata Gujri College.
- The admission process in the college is fair and accurate.
- The college environment is conducive for learning.
- Discipline in the college is good.
- Facilities including library, hostel, transport, health services meet my expectations.
- Classes are held regularly.
- Examination are fair and examination results are declared in time.
- I get update on academic and extra-curricular progress of my ward.
- I feel my ward is safe and secured at the institute.
- I feel satisfied with overall progress of my ward.

As is evident from the responses above, the parents appreciated the discipline and were appreciative of the energies put in by the college for welfare of the students. Parents were satisfied with fair examination policies and appreciated the timely declaration of results.

- For parameter 1 (I made a right decision by admitting my child in Mata Gujri College) 98.8% of responses are in the scale of 3 or more.

- For parameter 2 (The admission process in the college is fair and accurate) 98.20% of total responses are in the scale of 3 or more.

- For parameter 3 (The college environment is conducive for learning) 98.8% of total responses are in the scale of 3 or more.

- For parameter 4 (Discipline in the college is good) 99% of total responses are in the scale of 3 or more.

- For parameter 5 (Facilities including library, hostel, transport, health services meet my expectations) 97.8% of total responses are in the scale of 3 or more.

- For parameter 6 (Classes are held regularly) 99.3% of total responses are in the scale of 3 or more.

- For parameter 7 (Examination are fair and examination results are declared in time) 99.2% of total responses are in the scale of 3 or more.

- For parameter 8 (I get update on academic and extra-curricular progress of my ward) 96.3% of total responses are in the scale of 3 or more.

- For parameter 9 (I feel my ward is safe and secured at the institute) 99.4% of total responses are in the scale of 3 or more.

- For parameter 10 (I feel satisfied with overall progress of my ward) 99.4% of total responses are in the scale of 3 or more.

Graphical Analysis: b) Percentage of responses having rating 3 or more Vs Parameter

Feedback from Parents
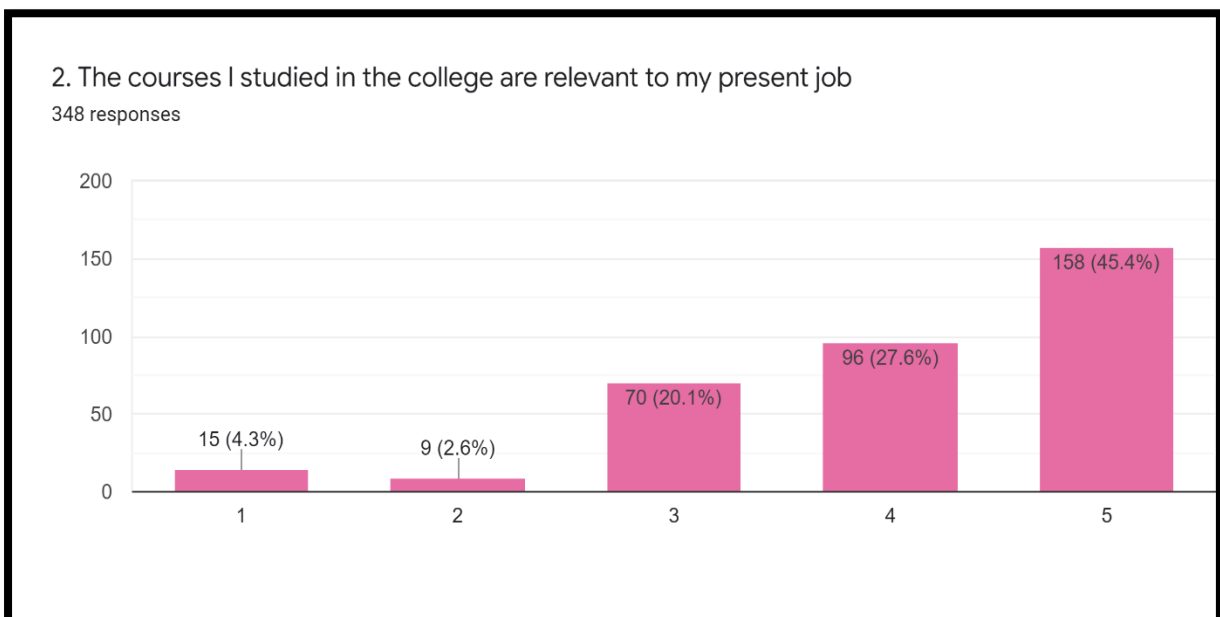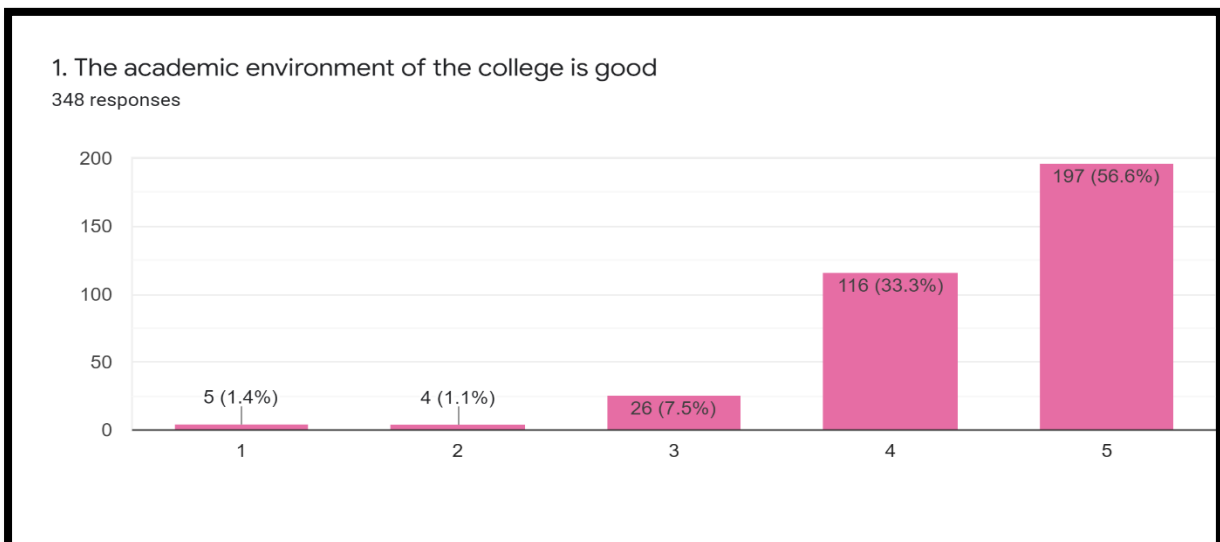## b) Percentage of responses having rating 3 or more Vs Parameter

Percentage of responses having rating 3 or more

100.00%	
99.00%	98.80%
98.00%	98.20%
97.00%	97.80%
96.00%	
95.00%	
94.00%	

99.30% 99.20% 99.40% 99.40%

99.00%

96.30%

I made a right decision by admitting my child in Mata Gujri College.

The admission process in the college is fair and accurate.

The college environment is conducive for learning.

Discipline in the college is good.

Facilities including library, hostel, transport, health services meet my expectations.

Classes are held regularly.

Examination are fair and examination results are declared in time.

I get update on academic and extra-curricular progress of my ward.

I feel my ward is safe and secured at the institute.

I feel satisfied with overall progress of my ward.

Parameter

Graphical Analysis: c) Average Score Vs Parameter

Feedback from Parents
c) Average Score Vs Parameter

Parameter (y-axis), Average Score (x-axis):

- 10: 4.4
- 9: 4.4
- 8: 4.1
- 7: 4.4
- 6: 4.4
- 5: 4.2
- 4: 4.3
- 3: 4.3
- 2: 4.2
- 1: 4.3

The suggestions received from parents like, provide career guidance, Value Education should be imparted to the students were deliberated upon and necessary actions were taken.

Feedback from Alumni

The feedback from alumni was collected from alumni of the college through online questionnaire. The responses as obtained in structured performa are shown below. A total of 348 responses were analysed.

1. The academic environment of the college is good
348 responses

2. The courses I studied in the college are relevant to my present job
348 responses

3. The infrastructure, library and laboratory facilities are adequate

348 responses
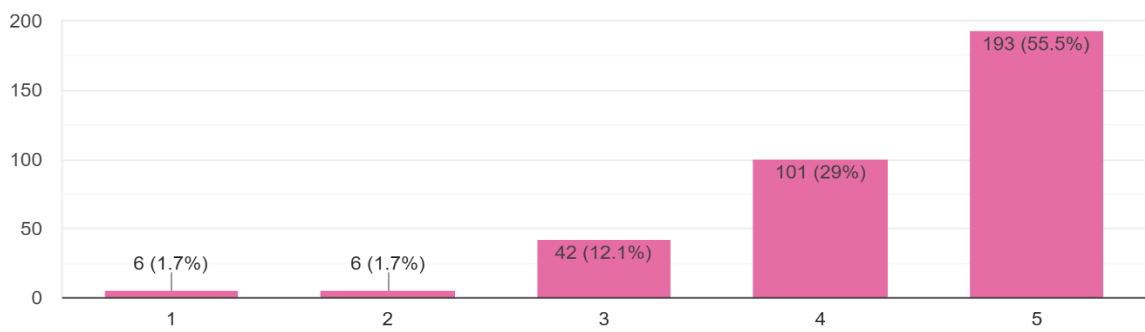
4. The quality of teaching faculty is good

348 responses
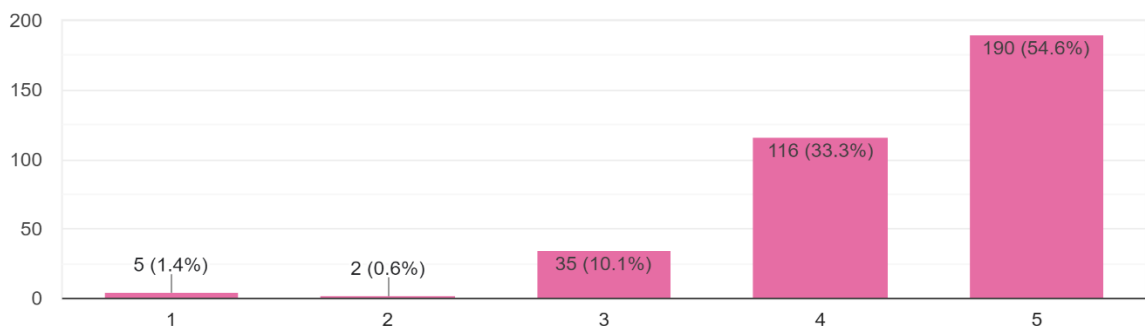
5. In your opinion you have achieved the outcomes of the programme you enrolled for to the best of your ability

348 responses
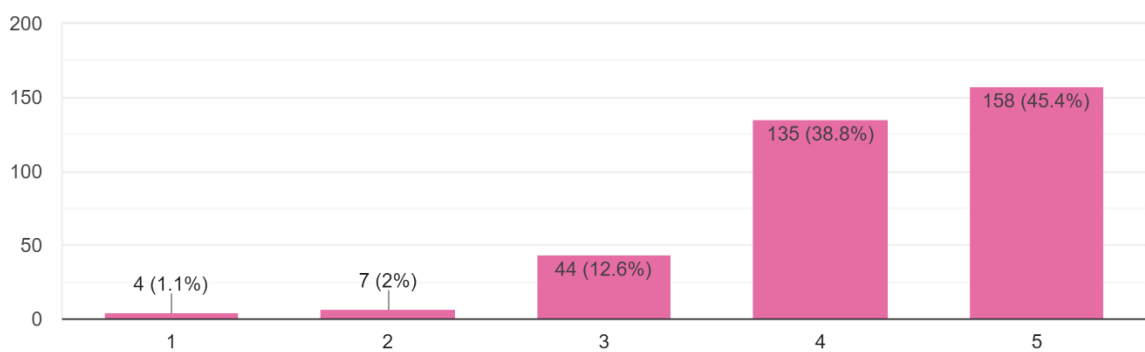
6. The programme has developed the intended skills in you and curriculum has given you sufficient exposure

348 responses
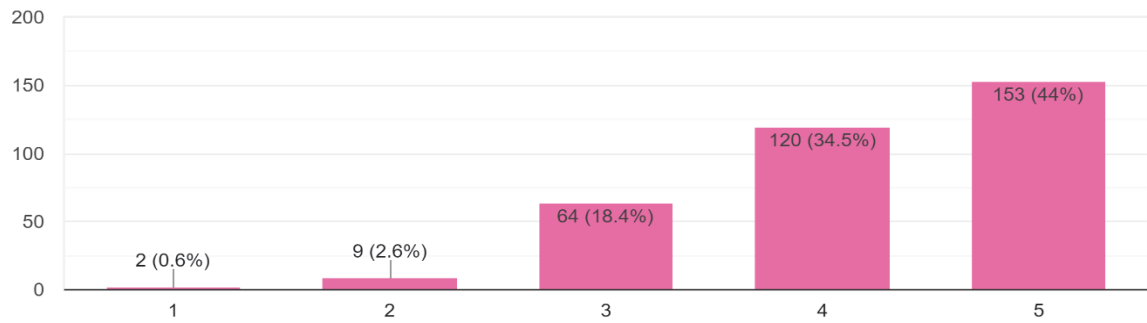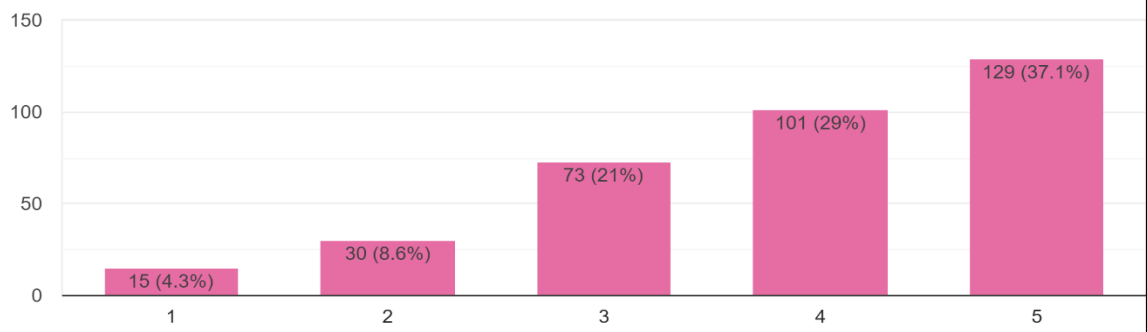

7. Teachers make use of ICT in teaching

348 responses
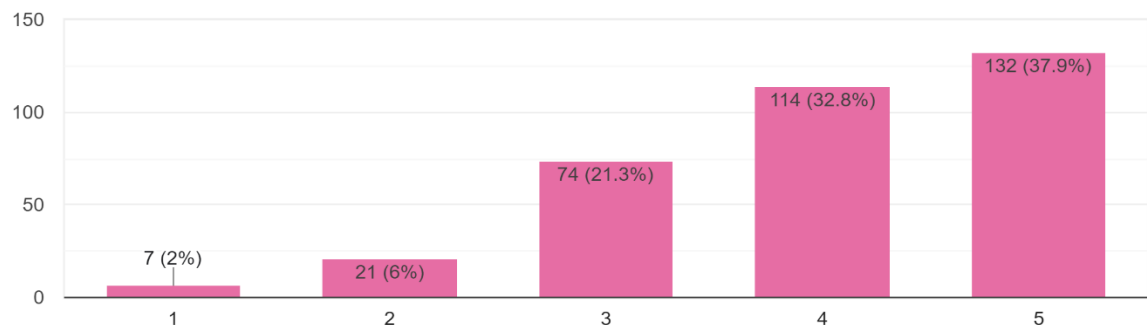
8. Efforts are made for developing soft skills and personality of students

348 responses

41
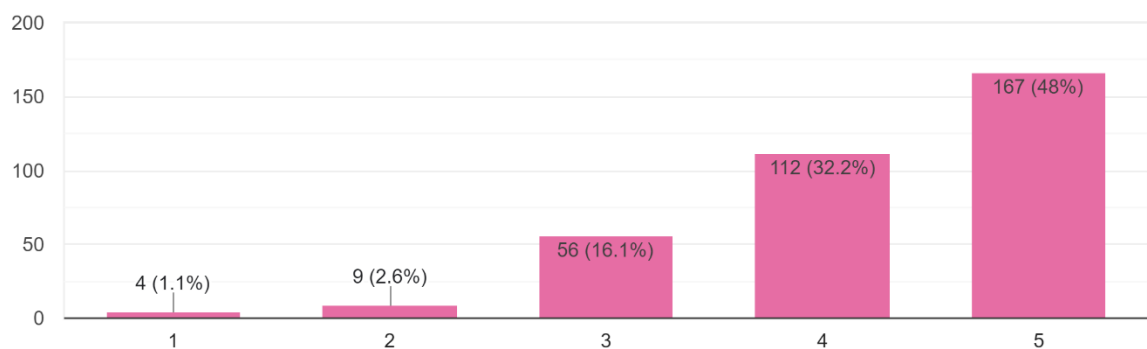
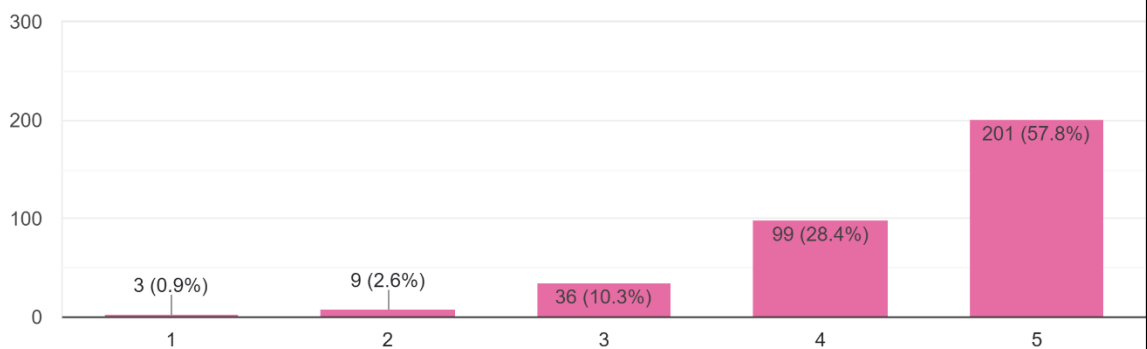## 9. Industrial exposure is provided to the students
348 responses

10. Efforts are made for training and placement of students
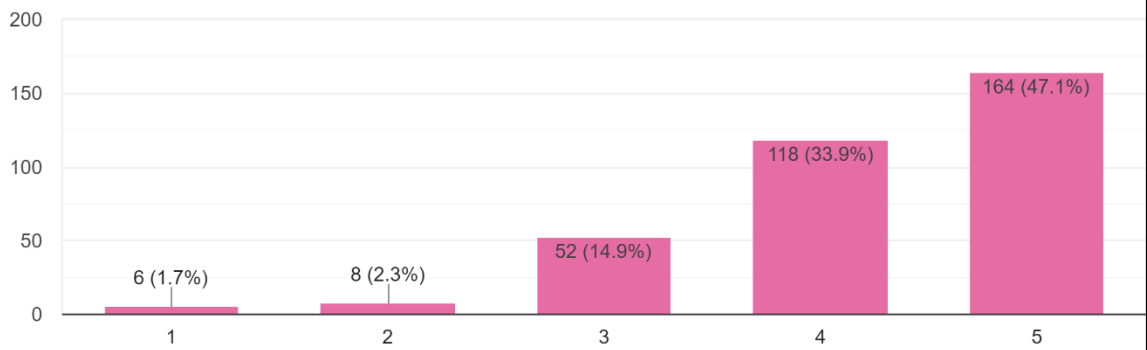348 responses
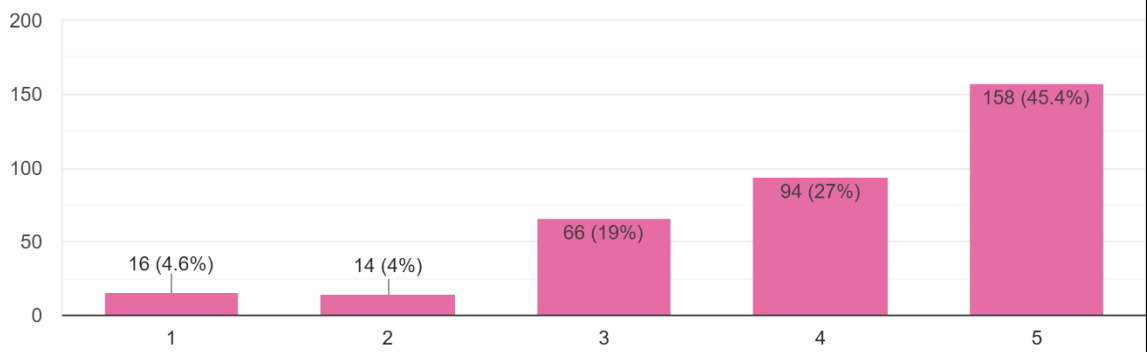
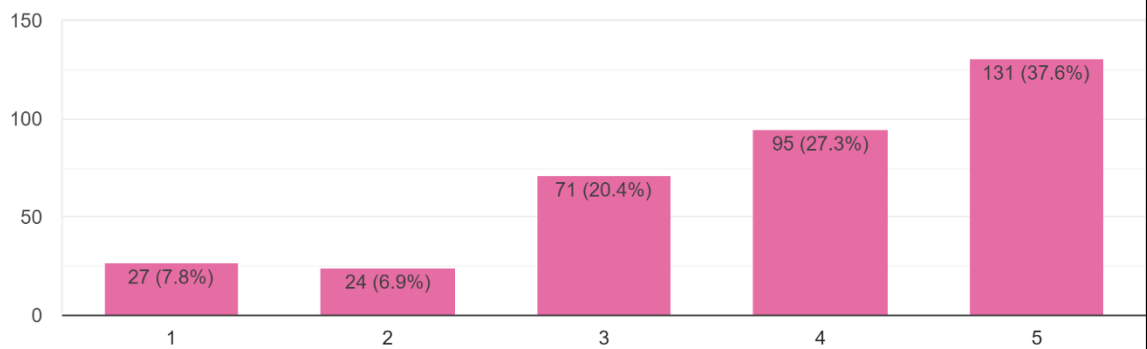## 11. The faculty and administration is encouraging and supportive
348 responses

12. The alumni association of the college is active and functional

348 responses

Rating	Count	Percentage
1	6	1.7%
2	8	2.3%
3	52	14.9%
4	118	33.9%
5	164	47.1%

13. I am satisfied with my current job

348 responses

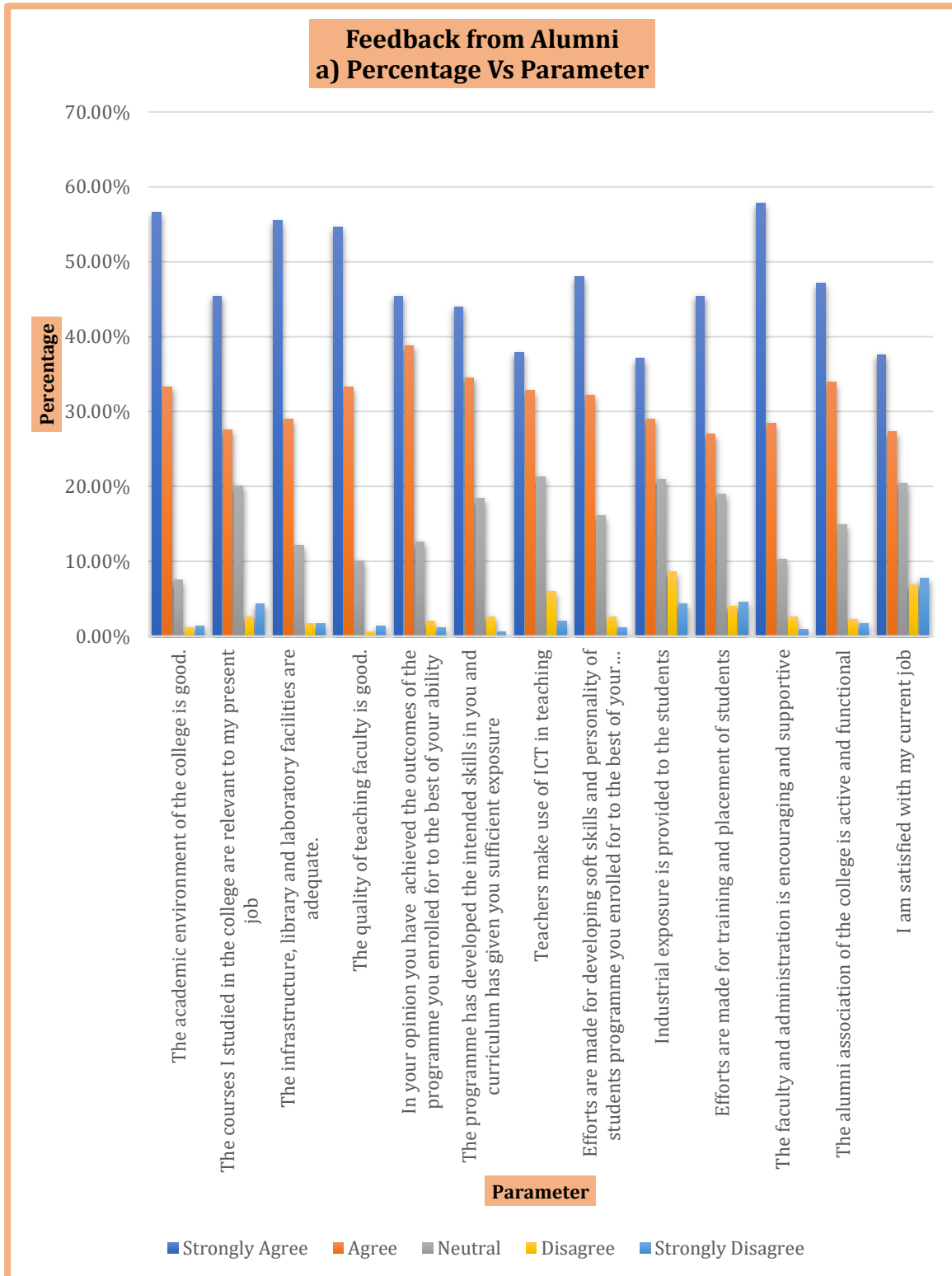| Rating	Count	Percentage
1	27	7.8%
2	24	6.9%
3	71	20.4%
4	95	27.3%
5	131	37.6%

Tabular Representation

S. No.	Parameter	Strongly agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly disagree (1)	Average Score	Total %age of Responses getting a score of 5/4/3
1	The academic environment of the college is good.	197 56.60%	116 33.30%	26 7.50%	4 1.10%	5 1.40%	**4.4**	**97.4%**
2	The courses I studied in the college are relevant to my present job	158 45.40%	96 27.60%	70 20.10%	9 2.60%	15 4.30%	**4.1**	**93.1%**
3	The infrastructure, library and laboratory facilities are adequate.	193 55.50%	101 29.00%	42 12.10%	6 1.70%	6 1.70%	**4.3**	**96.6%**
4	The quality of teaching faculty is good.	190 54.60%	116 33.30%	35 10.10%	2 0.60%	5 1.40%	**4.4**	**98.0%**
5	In your opinion you have achieved the outcomes of the programme you enrolled for to the best of your ability	158 45.40%	135 38.80%	44 12.60%	7 2.00%	4 1.10%	**4.3**	**96.8%**
6	The programme has developed the intended skills in you and curriculum has given you sufficient exposure	153 44.00%	120 34.50%	64 18.40%	9 2.60%	2 0.60%	**4.2**	**96.9%**

7	Teachers make use of ICT in teaching	132 37.90%	114 32.80%	74 21.30%	21 6.00%	7 2.00%	**4.0**	**92.0%**
8	Efforts are made for developing soft skills and personality of students programme you enrolled for to the best of your ability.	167 48.00%	112 32.20%	56 16.10%	9 2.60%	4 1.10%	**4.2**	**96.3%**
9	Industrial exposure is provided to the students	129 37.10%	101 29.00%	73 21.00%	30 8.60%	15 4.30%	**3.9**	**87.1%**
10	Efforts are made for training and placement of students	158 45.40%	94 27.00%	66 19.00%	14 4.00%	16 4.60%	**4.0**	**91.4%**
11	The faculty and administration are encouraging and supportive	201 57.80%	99 28.40%	36 10.30%	9 2.60%	3 0.90%	**4.4**	**96.5%**
12	The alumni association of the college is active and functional	164 47.10%	118 33.90%	52 14.90%	8 2.30%	6 1.70%	**4.2**	**95.9%**
13	I am satisfied with my current job	131 37.60%	95 27.30%	71 20.40%	24 6.90%	27 7.80%	**3.8**	**85.3%**
	Any changes suggested in the curriculum							
	Any other suggestion							

Graphical Analysis: a) Percentage Vs Parameter

**Feedback from Alumni
a) Percentage Vs Parameter**

Parameter (x-axis categories):
- The academic environment of the college is good.
- The courses I studied in the college are relevant to my present job
- The infrastructure, library and laboratory facilities are adequate.
- The quality of teaching faculty is good.
- In your opinion you have achieved the outcomes of the programme you enrolled for to the best of your ability
- The programme has developed the intended skills in you and curriculum has given you sufficient exposure
- Teachers make use of ICT in teaching
- Efforts are made for developing soft skills and personality of students programme you enrolled for to the best of your…
- Industrial exposure is provided to the students
- Efforts are made for training and placement of students
- The faculty and administration is encouraging and supportive
- The alumni association of the college is active and functional
- I am satisfied with my current job

Legend: ■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree

As can be seen from the responses and average scores obtained for each point, the students were satisfied with the teachers. The obtained feedback indicates that a good percentage of responses have received excellent/ very good or good rating on all the parameters i.e., a rating of 3 or more.
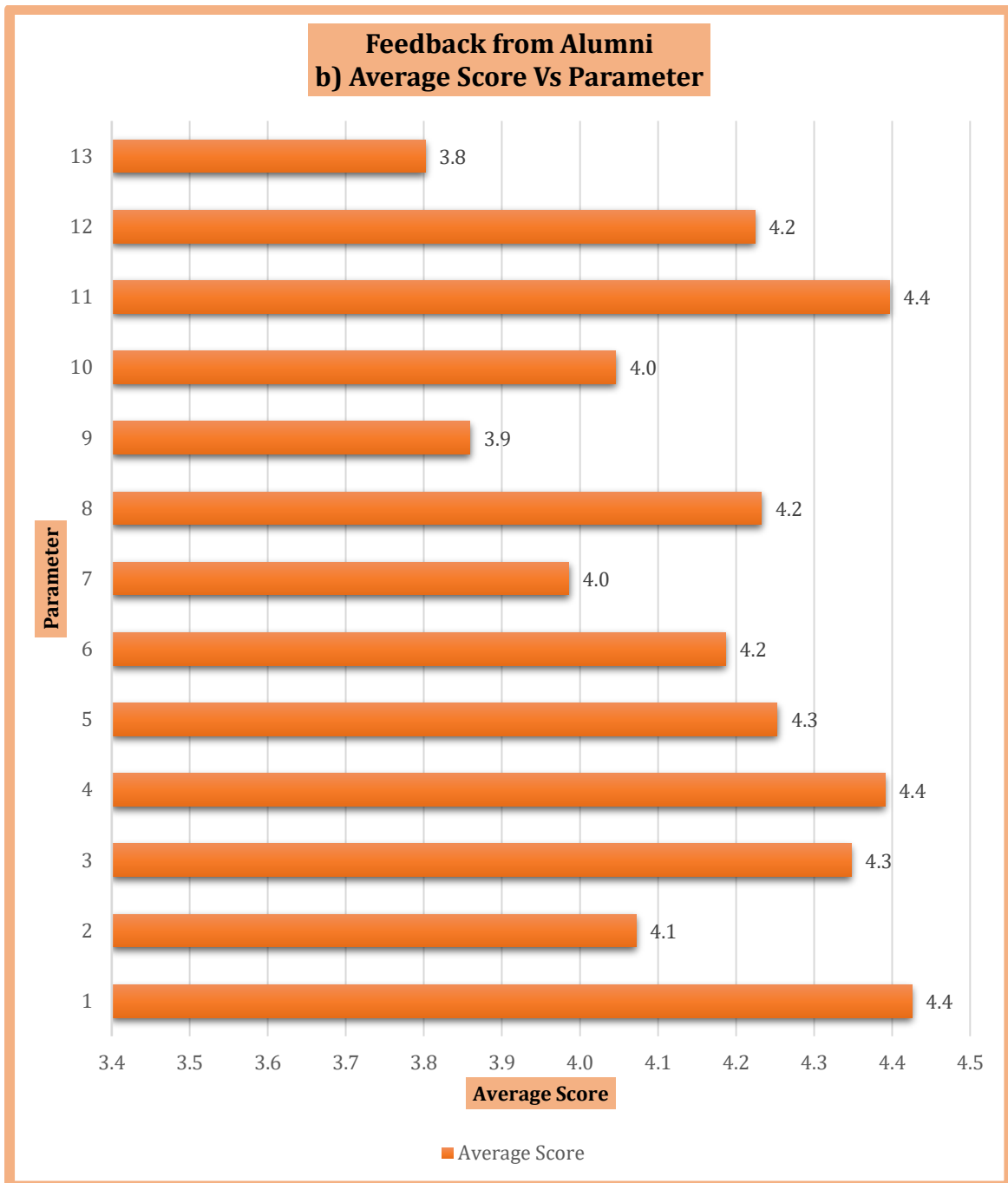
- For parameter 1 (The academic environment of the college is good) 97.4% of responses are in the scale of 3 or more.
- For parameter 2 (The courses I studied in the college are relevant to my present job) 93.1% of total responses are in the scale of 3 or more.
- For parameter 3 (The infrastructure, library and laboratory facilities are adequate.) 96.6% of total responses are in the scale of 3 or more.
- For parameter 4 (The quality of teaching faculty is good.) 98% of total responses are in the scale of 3 or more.
- For parameter 5 (In your opinion you have achieved the outcomes of the programme you enrolled for to the best of your ability) 96.8% of total responses are in the scale of 3 or more.
- For parameter 6 (The programme has developed the intended skills in you and curriculum has given you sufficient exposure) 96.9% of total responses are in the scale of 3 or more.
- For parameter 7 (Teachers make use of ICT in teaching) 92% of total responses are in the scale of 3 or more.
- For parameter 8 (Efforts are made for developing soft skills and personality of students programme you enrolled for to the best of your ability.) 96.3% of total responses are in the scale of 3 or more.
- For parameter 9 (Industrial exposure is provided to the students) 87.1% of total responses are in the scale of 3 or more.
- For parameter 10 (Efforts are made for training and placement of students) 91.4% of total responses are in the scale of 3 or more.
- For parameter 11 (The faculty and administration are encouraging and supportive) 96.5% of total responses are in the scale of 3 or more.
- For parameter 12 (The alumni association of the college is active and functional) 95.9% of total responses are in the scale of 3 or more.

- For parameter 13 (I am satisfied with my current job) 85.3% of total responses are in the scale of 3 or more.

Graphical Analysis: b) Percentage of responses having rating 3 or more Vs Parameter

Feedback from Alumni
Percentage of responses having rating 3 or more Vs Parameter

Graphical Analysis: c) Average Score Vs Parameter

Feedback from Alumni
b) Average Score Vs Parameter

Parameter	Average Score
13	3.8
12	4.2
11	4.4
10	4.0
9	3.9
8	4.2
7	4.0
6	4.2
5	4.3
4	4.4
3	4.3
2	4.1
1	4.4
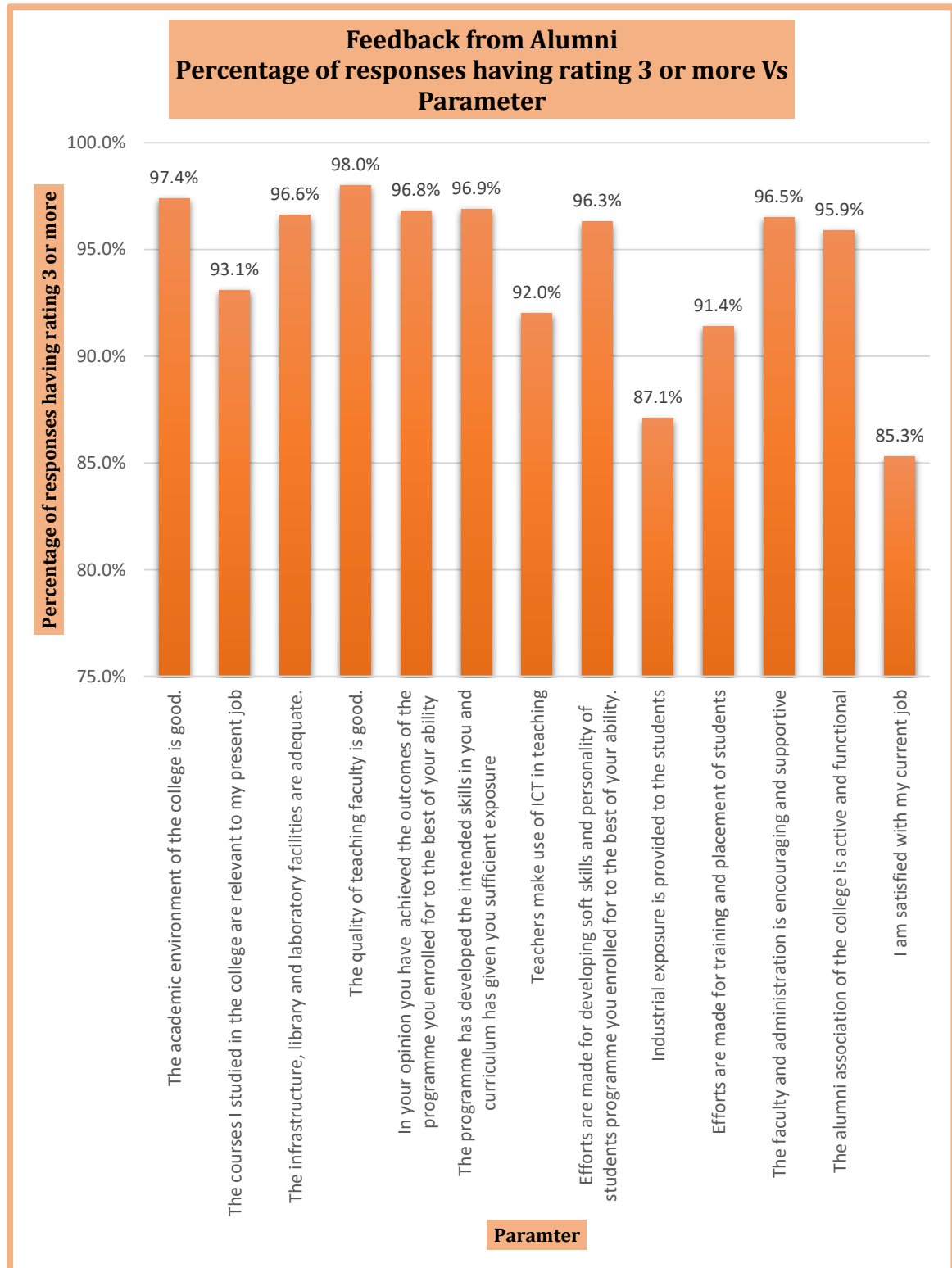
■ Average Score

The feedback of the alumni regarding the infrastructure of the college and other facilities was excellent. The alumni were also very satisfied with the academic environment, discipline, quality of teaching, industrial exposure, training and placement of the college and were eager to contribute to the college in whatever ways they could. Feedback from alumni suggested that Practical training, internships should be provided and there should

be training for the Competitive exams for the students. The suggestions were deliberated upon and necessary actions were taken.
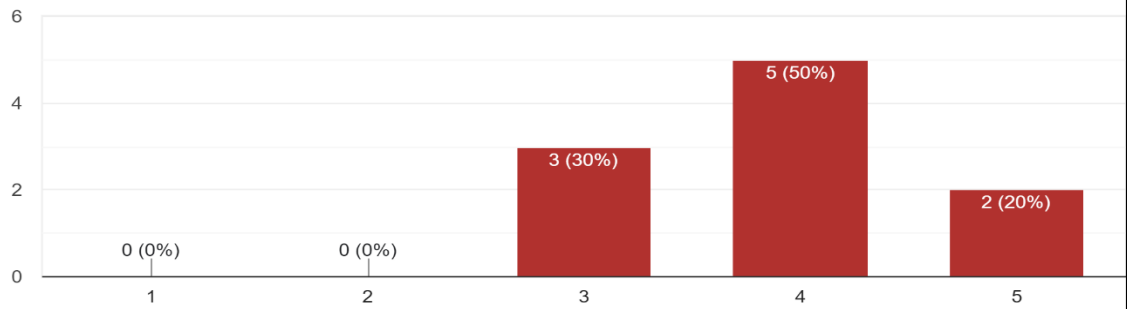
Feedback from Employers

Feedback was also collected from employers regarding the knowledge, skills, abilities and values of the students of the institute. The responses were obtained through a structured performa on a five-point scale. A total of 10 responses were received and analysed.
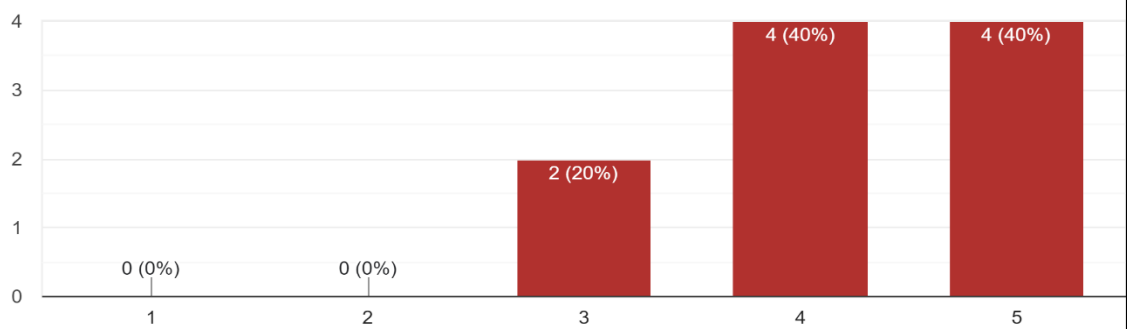
1. Professional attitude and conduct
10 responses

Rating	Responses
1	0 (0%)
2	0 (0%)
3	2 (20%)
4	4 (40%)
5	4 (40%)

2. Planning and organizational skills
10 responses

Rating	Responses
1	0 (0%)
2	1 (10%)
3	1 (10%)
4	4 (40%)
5	4 (40%)
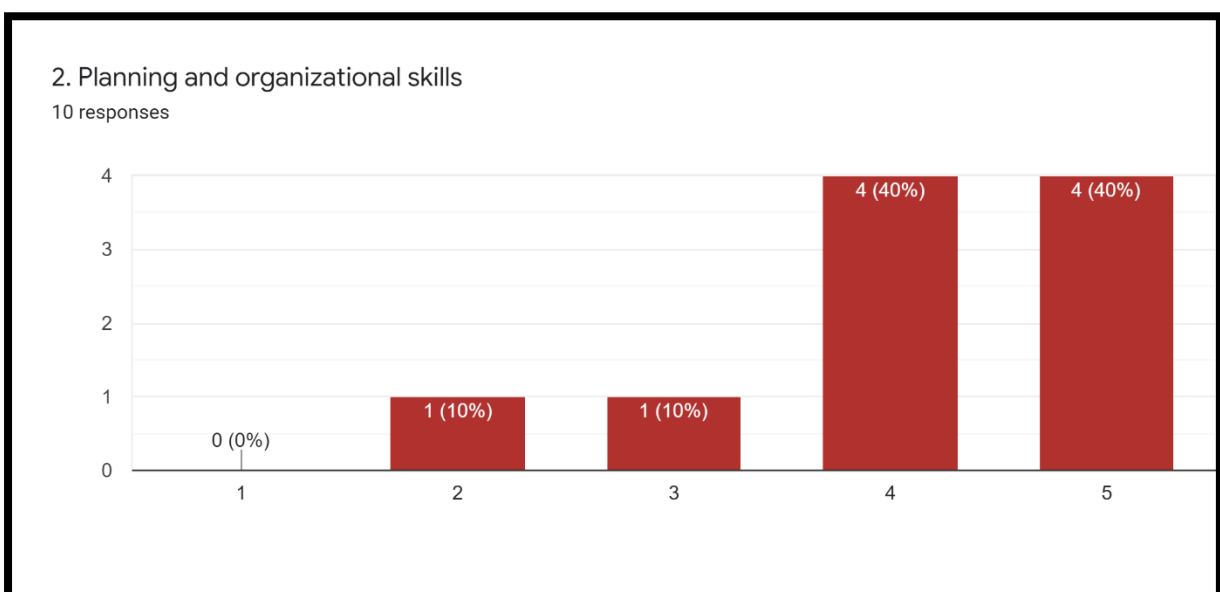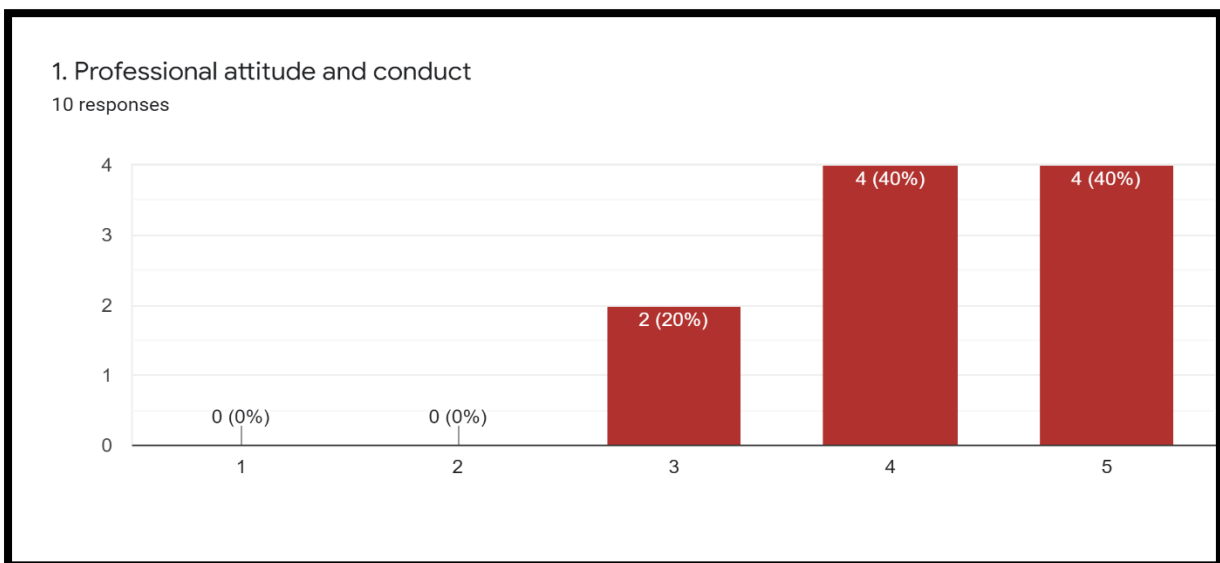
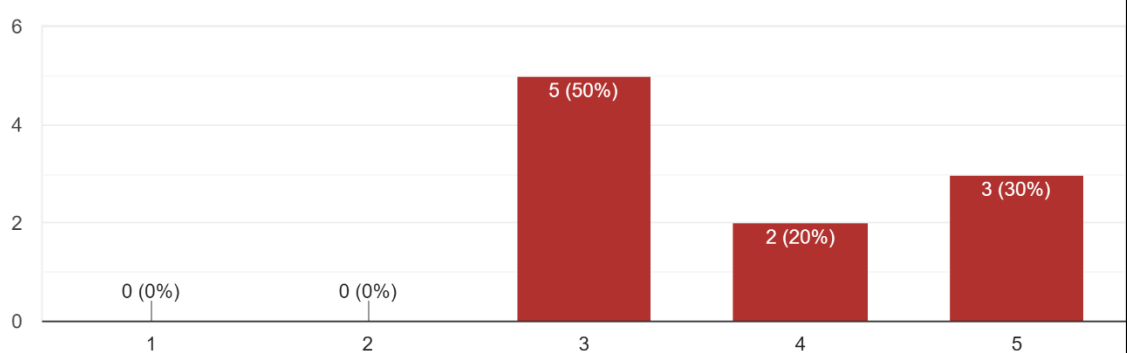## 3. Communication and soft skills

10 responses

4. Leadership, team spirit and ability to take initiative
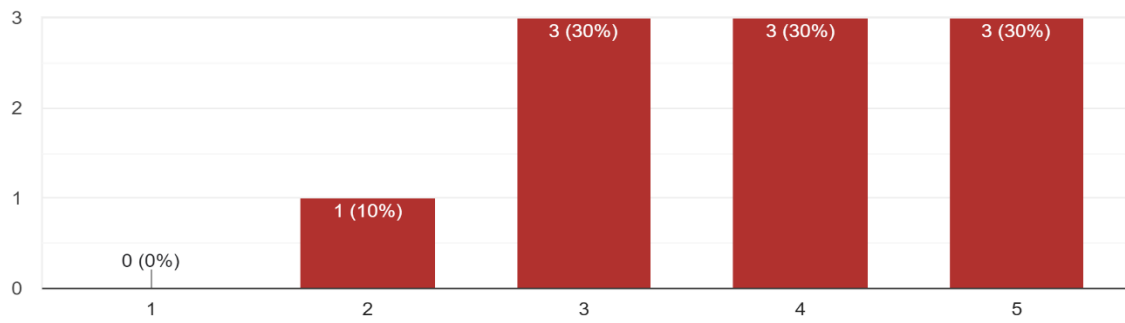
10 responses

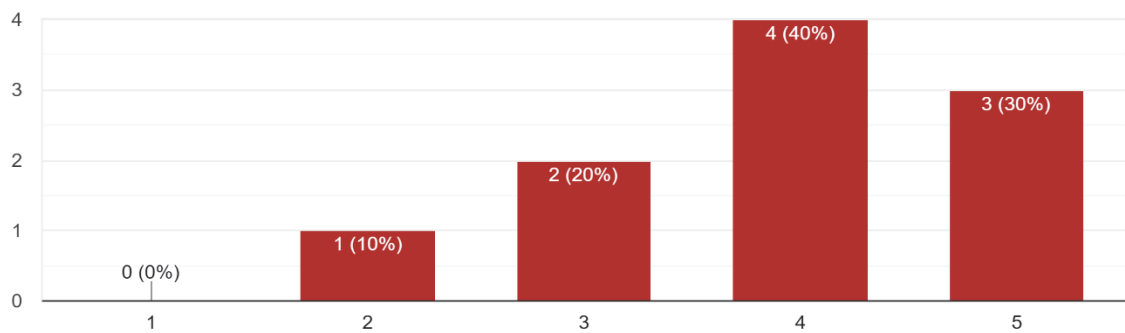## 5. Technical knowledge/skill

10 responses

6. Problem solving skills
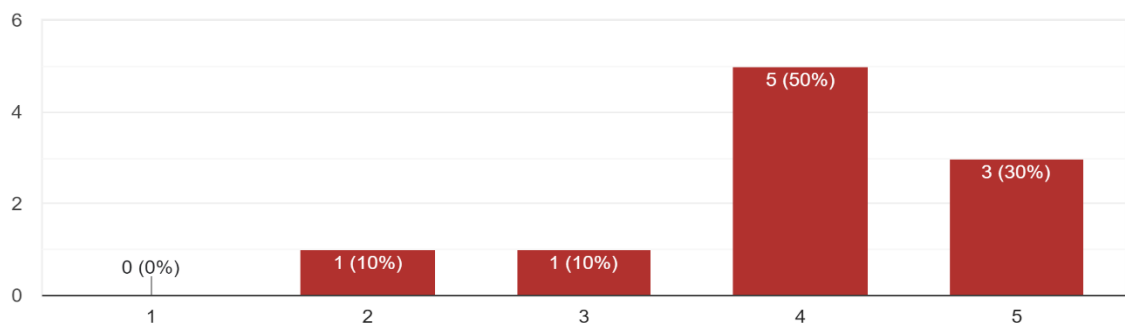
10 responses
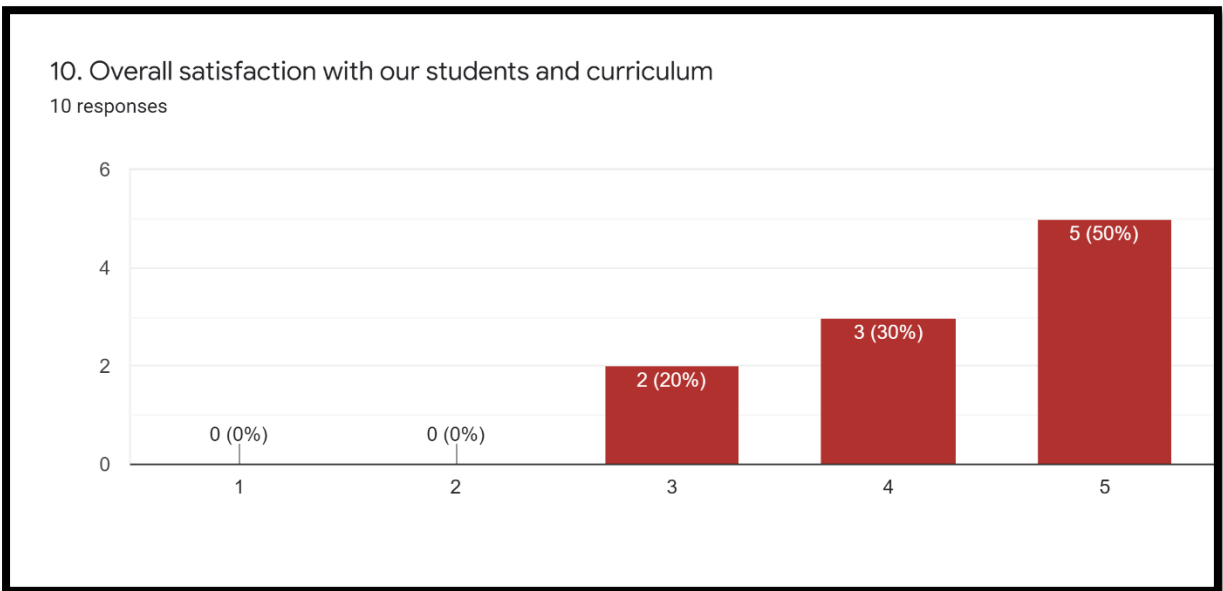

7. Open to new ideas and learning new techniques

10 responses

8.Respect for values and ethics

10 responses

9. How well the outcomes of the program are met by the students

10 responses

10. Overall satisfaction with our students and curriculum
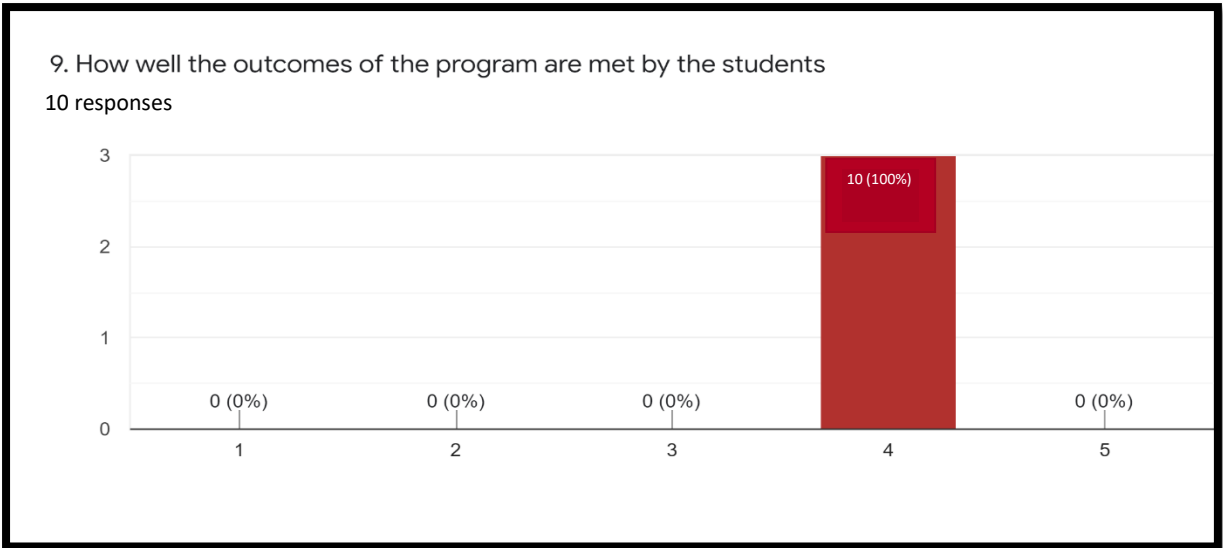
10 responses

Tabular Representation

S. No.	Parameters	Excellent (5)	Very Good (4)	Good (3)	Satisfactory (2)	Not Satisfactory (1)	Average Score	Total %age of Responses getting a score of 5/4/3

1.	Professional attitude and conduct	4 (40%)	4 (40%)	2 (20%)	0 (0%)	0 (0%)	**4.2**	**100%**
2.	Planning and organizational skills	4 (40%)	4 (40%)	1 (10%)	1 (10%)	0 (0%)	**4.1**	**90%**
3.	Communication and soft skills	2 (20%)	5 (50%)	3 (30%)	0 (0%)	0 (0%)	**3.9**	**100%**
4.	Leadership, team spirit and ability to take initiative	4 (40%)	4 (40%)	2 (20%)	0 (0%)	0 (0%)	**4.2**	**100%**
5.	Technical knowledge/skill	3 (30%)	2 (20%)	5 (50%)	0 (0%)	0 (0%)	**3.8**	**100%**
6.	Problem solving skills	3 (30%)	3 (30%)	3 (30%)	1 (10%)	0 (0%)	**3.8**	**90%**
7.	Open to new ideas and learning new techniques	3 (30%)	4 (40%)	2 (20%)	1 (10%)	0 (0%)	**3.9**	**90%**
8.	Respect for values and ethics	3 (30%)	5 (50%)	1 (10%)	1 (10%)	0 (0%)	**4.0**	**90%**
9.	How well the outcomes of the program are met by the students	0 (0%)	10 (100%)	0 (0%)	0 (0%)	0 (0%)	**4.0**	**100%**
10.	Overall satisfaction with our students and curriculum	5 (50%)	3 (30%)	2 (20%)	0 (0%)	0 (0%)	**4.3**	**100%**
	Any suggestion							

Graphical Analysis: a) Percentage Vs Parameter
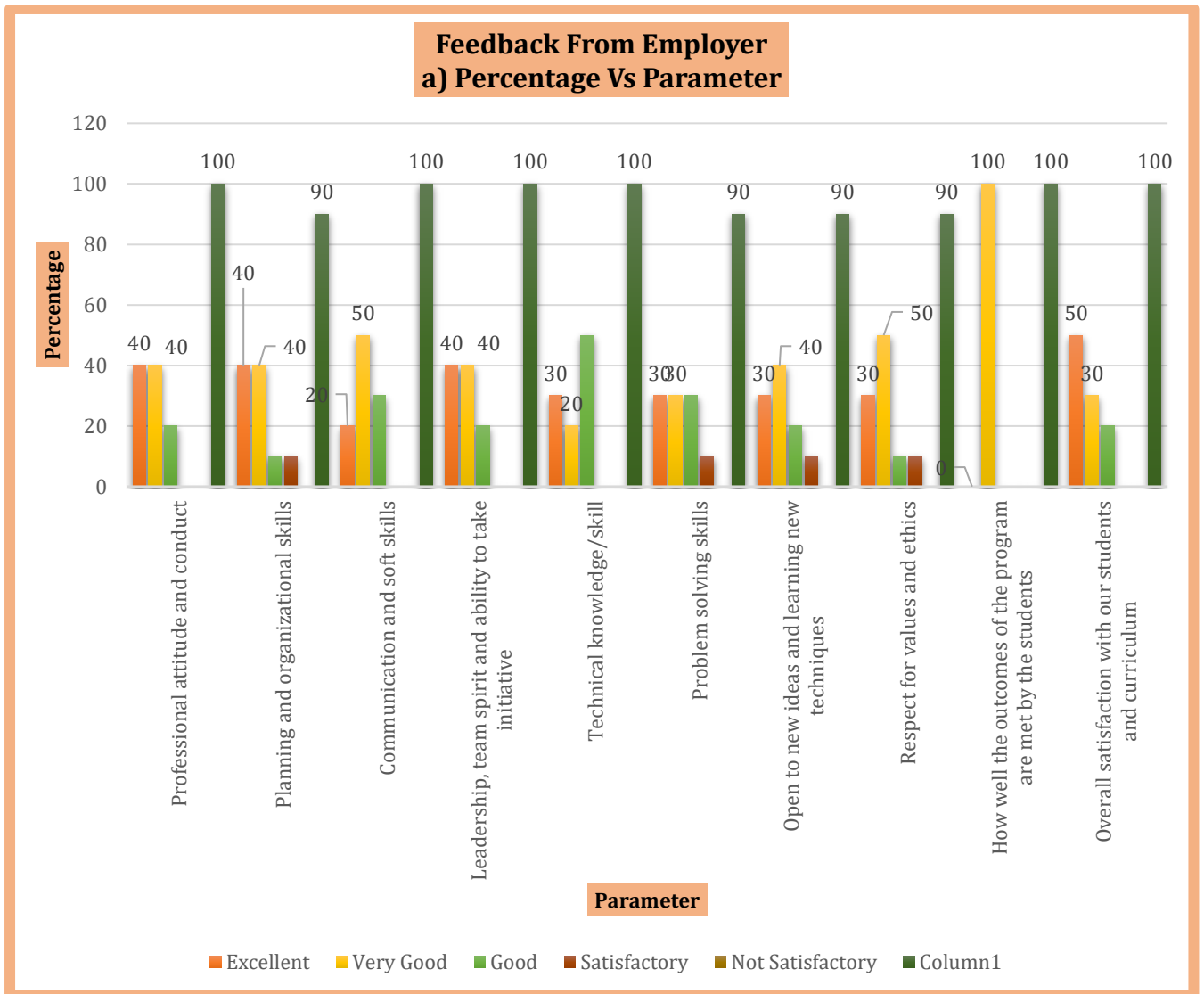
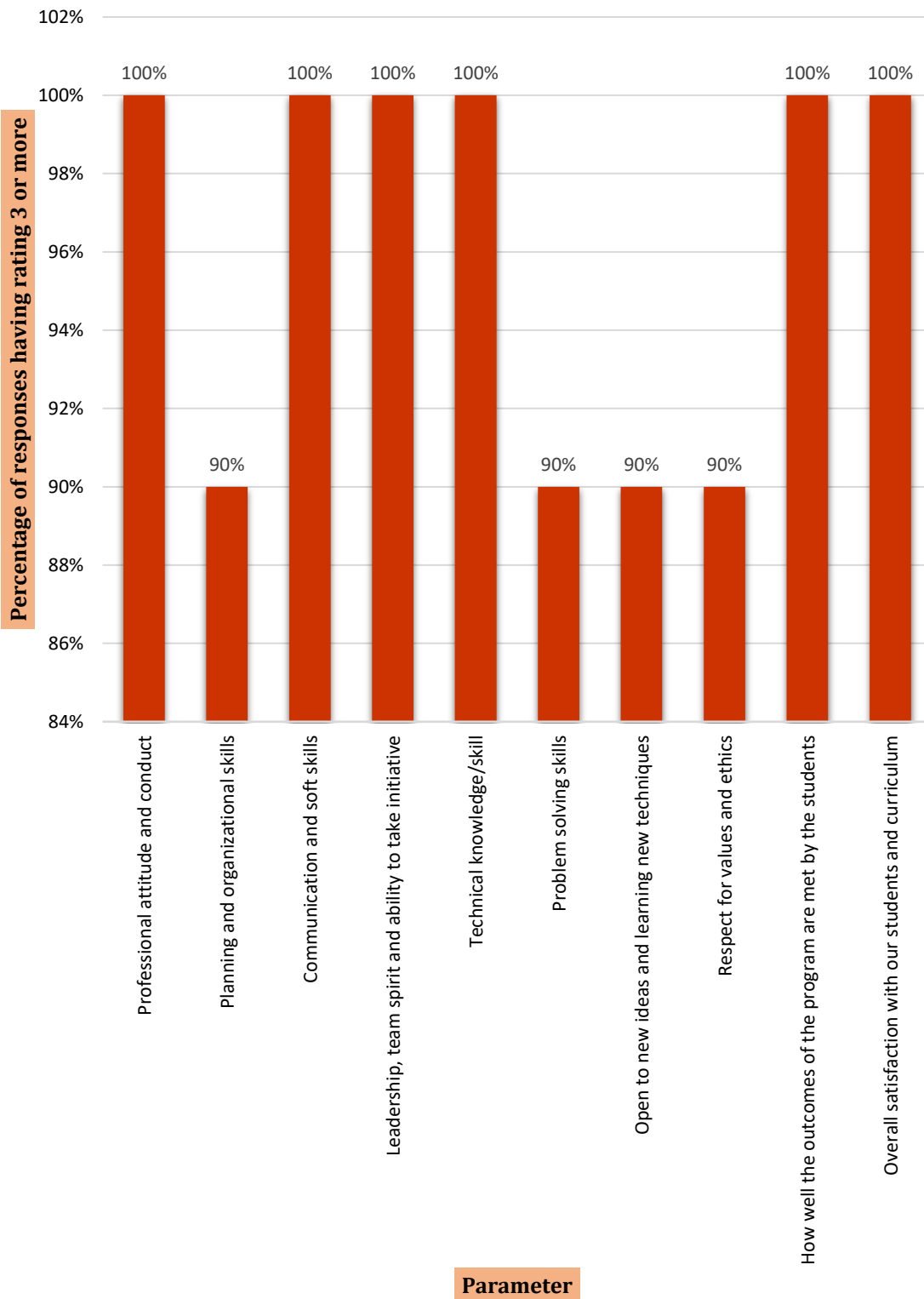**Feedback From Employer
a) Percentage Vs Parameter**

As can be seen from the responses and average scores obtained for each point, the students were satisfied with the teachers. The obtained feedback indicates that a good percentage of responses have received excellent/ very good or good rating on all the parameters i.e., a rating of 3 or more.

- For parameter 1 (Professional attitude and conduct) 100% of responses are in the scale of 3 or more.

- For parameter 2 (Planning and organizational skills) 90% of total responses are in the scale of 3 or more.

- For parameter 3 (Communication and soft skills) 100% of total responses are in the scale of 3 or more.

- For parameter 4 (Leadership, team spirit and ability to take initiative) 100% of total responses are in the scale of 3 or more.

- For parameter 5 (Technical knowledge/skill) 100% of total responses are in the scale of 3 or more.

- For parameter 6 (Problem solving skills) 90% of total responses are in the scale of 3 or more.

- For parameter 7 (Open to new ideas and learning new techniques) 90% of total responses are in the scale of 3 or more.

- For parameter 8 (Respect for values and ethics) 90% of total responses are in the scale of 3 or more.

- For parameter 9 (How well the outcomes of the program are met by the students) 100% of total responses are in the scale of 3 or more.

- For parameter 10 (Overall satisfaction with our students and curriculum) 100% of total responses are in the scale of 3 or more.

Graphical Analysis: b) Percentage of responses having rating 3 or more Vs Parameter

Feedback from Employers
b) Percentage of responses having rating 3 or more Vs Parameter

Chart showing Percentage of responses having rating 3 or more vs Parameter:

Parameter	Percentage
Professional attitude and conduct	100%
Planning and organizational skills	90%
Communication and soft skills	100%
Leadership, team spirit and ability to take initiative	100%
Technical knowledge/skill	100%
Problem solving skills	90%
Open to new ideas and learning new techniques	90%
Respect for values and ethics	90%
How well the outcomes of the program are met by the students	100%
Overall satisfaction with our students and curriculum	100%

Graphical Analysis: c) Parameter Vs Average Score

**Feedback From Employer
b) Parameter Vs Average Score**
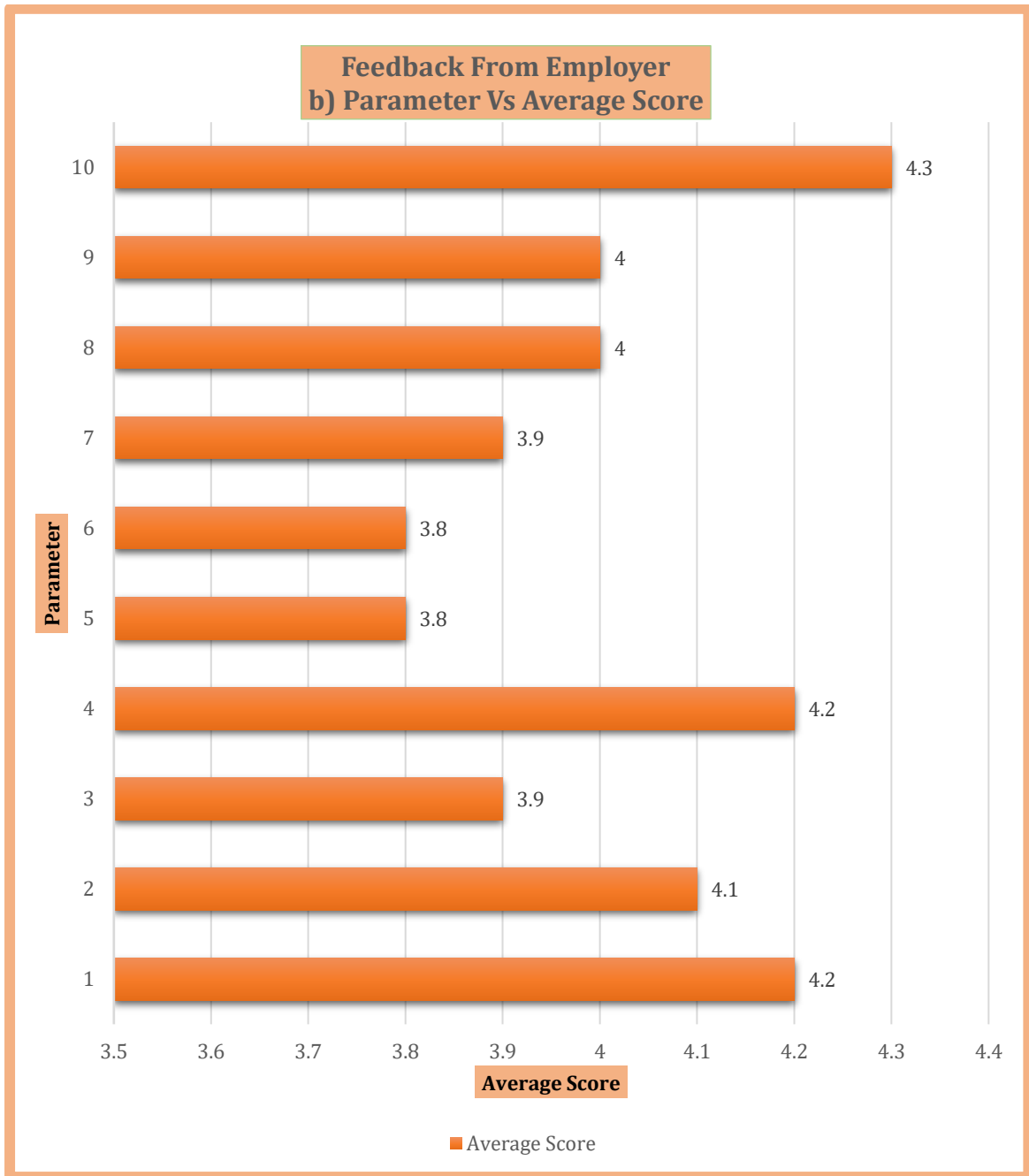
The suggestions were also invited from employers. Though employers were largely satisfied with the students' performance they suggested that the candidates should be given training to write an impressive resume. Suitable actions were taken after deliberations.