

1.4.1 Feedback and Action Taken Report

Government College for Women, Mahendergarh

Students' Feedback Analysis and Action Taken Report

The IQAC of the college conducted a Student Satisfaction Survey (SSS) on overall institutional performance. A standard format of the online feedback pro-forma was devised on college Website by the Department, Higher Education Haryana, Panchkula. The survey was done in online mode. The outcomes have been analyzed and a consolidated report has been prepared. The suggestive measures were discussed in IQAC meeting and approved.

In this online survey, feedback was opened for all students of all programs viz. Commerce, Science and Arts. The survey addressed the following questions on a 5 point scale:

- College Infrastructure Feedback.
- Curriculum & Syllabus Feedback.
- Faculty Performance Feedback.
- Laboratory Feedback
- Library Feedback

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College Type : Girls

Establishment Year : 1997

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FeedBack Report

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College Infrastructure Feedback

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SrNo.	Feedback Questions	Excellent	Very Good	Good	Average	Poor	Total
1	There are adequate number of classrooms available	141	126	78	38	12	395
2	Wi-Fi & Internet facilities are available in college	106	128	78	49	34	395
3	Canteen facility is available in the College is satisfactory	103	129	96	45	22	395

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4	Food quality in canteen is good/satisfactory	98	111	110	59	17	395
5	The college website is updated and results and attendance records are displayed on time	142	116	91	39	7	395
6	Campus is neat , clear and green and properly maintained	127	106	88	56	18	395
7	Student Redressal Committees is functional in the college	127	125	89	44	10	395
8	CCTV is provided in the college	114	120	100	51	10	395
9	Security in the campus is good and satisfactory	116	122	100	46	11	395
10	Clean drinking water is available on campus	124	119	91	48	13	395
11	Toilets are hygienic and properly cleaned in the morning & afternoon	95	106	98	57	39	395
12	Behaviour of staff responsible for cleanliness of toilets is polite and responsive	114	126	93	49	13	395
13	Playground in the campus is properly maintained	117	113	96	54	15	395
14	Sports equipment are provided to the students	118	118	95	52	12	395
15	Sports Meet is conducted in College Campus every year	145	124	79	39	8	395

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**Average Feedback of College
Infrastructure**

119 119 92 48 16 395

Curriculum & Syllabus Feedback


SrNo.	Feedback Questions	Excellent	Very Good	Good	Average	Poor	Total
1	The course was completed on time	152	102	78	28	8	368
2	The depth/lesson wise assessments were conducted by the teachers	124	120	79	39	6	368
3	Regular and timely feedback was given to students on their performance	114	126	79	43	6	368
4	The evaluation of papers(class tests/assessments) process was fair and unbiased	118	110	90	40	10	368
5	My interest in the subject has increased as a consequence of this course	114	123	84	42	5	368
6	I have learned and understood the subject material of this course	122	107	94	42	3	368
7	The teachers use ICT (audio/video) teaching	108	116	87	43	14	368

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6	Teacher was able to explain the	115	114	80	43	7	359
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8	The teachers use pedagogical tools (worksheet/ handouts/ models/ games /brainstorming/ learning outside the classroom/ Roleplay/ story boarding etc) while teaching the subject	112	112	89	43	12	368
9	Besides the curriculum, students were provided opportunities to learn softskills and employability skills	113	122	79	41	13	368
Average Feedback of Curriculum & Syllabus		120	115	84	40	9	368


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Faculty Performance Feedback

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Feedback Questions

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		Excellent	Very Good	Good	Average	Poor	Total
1	The teacher was regular and punctual in class	166	91	67	29	6	359
2	The teacher encouraged students to participate in class discussions	124	113	79	35	8	359
3	The teacher used ICT or Modern Teaching Aids, hand-outs, suitable references, power point presentation, web-resources, etc	101	102	93	47	16	359
4	Teachers have friendly attitude towards students	107	109	85	47	11	359
5	Teachers completed the course syllabus in time	120	101	89	40	9	359

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6	Teacher was able to explain the course content properly	115	114	80	43	7	359
7	Teachers was available to Students	139	108	76	26	10	359
Average Feedback of Faculty Performance		125	105	81	38	10	359

Laboratory Feedback

SrNo.	Feedback Questions	Excellent	Very Good	Good	Average	Poor	Total
f (gcw n) 1	All equipment's of the Labs are in working condition	103	80	81	32	28	324
Instagram (GCW Mahendergarh) 2	The lab manuals were available and properly displayed	84	91	77	45	27	324
Twitter (mahendergarhgcw) 3	The labs were neat and clean with proper labelling and marking of equipment's	91	85	78	46	24	324
YouTube (mahendergarhgcw) 4	Each student gets a chance to perform the experiment by his/her own hands	91	93	73	43	24	324
5	The lab hours were mostly spent on performing experiments	81	80	88	49	26	324
6	The lab teacher and lab assistant behaviour was cooperative and helpful	102	89	72	39	22	324
7	The lab teacher ensured the smooth conduct of the experiments	86	95	82	41	20	324

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
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8	The lab teacher had full knowledge of the experiments	100	96	65	46	17	324
9	The lab reports were checked timely with proper marking or grading	92	86	87	43	16	324
10	Practical sessional exams were held in time	111	86	75	39	13	324
11	Experiments helped in better understanding of the subject	98	93	91	29	13	324
12	Is photocopy facility if available in the library satisfactory?	103	91	69	39	22	324
Average Feedback of Laboratory		95	89	78	41	21	324

Library Feedback

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Feedback Questions

		Excellent	Very Good	Good	Average	Poor	Total
1	The prescribed books/reading materials for curriculum are available in the College library	136	98	77	43	6	360
2	Seating capacity in the Library is satisfactory	118	103	86	47	6	360
3	Working hours of Library are comfortable and satisfactory	106	104	93	47	10	360
4	Quantity of books available in the library is satisfactory	96	105	92	57	10	360

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5	Quality of books available in the library is satisfactory	97	105	102	49	7	360
6	Quantity and Quality of journals in the library is satisfactory	106	94	97	50	13	360
7	Quantity and Quality of newspapers in the library is satisfactory	113	113	81	44	9	360
8	Duration of retaining the book is satisfactory	100	104	94	53	9	360
9	Service of issuing and returning the book is satisfactory	101	109	93	46	11	360
10	Availability of question paper bank in the Library is satisfactory	97	99	86	59	19	360
11	Light & Ventilation in the Library premises is satisfactory	102	107	91	47	13	360
12	Behaviour of library staff is helpful and encouraging for the students.	135	92	85	39	9	360
Average Feedback of Library		109	103	90	48	10	360

Note: Above report is as per the feedback submitted by students of the college through either the 'Shiksha Sahyogi' mobile app or the ERP portal. We ensured the anonymity and confidentiality of the survey responses. We assure students that their responses to the surveys cannot be traced back to them, and we respect their privacy

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ACTION TAKEN REPORT

sr. No	Survey Topic	Response	Action Taken
1	College Infrastructure	Excellent and Very Good- 60.25% Good- 23.29% Average- 12.15% Poor- 4.05%	Most of the students remained highly satisfied with the college Infrastructure. Action Taken: (1) The college sent the demand of new science block And a new block of 8 rooms. (2) WI-Fi was checked and found working properly. (3) Instruction was given to Canteen contractor to improve the quality of food. (4) A committee was constituted to ensure the cleanness of toilets.
2	Curriculum and Syllabus	Excellent and Very Good- 63.85% Good- 22.82% Average- 10.86% Poor- 2.44%	Most of the students remained highly satisfied with the curriculum and Syllabus. The course was completed on time and in Each semester, two internals are conducted. Each time, the evaluation process is transparent, and students have access to answer papers and the option of revaluation . Poor Students are identified on the basis of their performance and are helped to overcome their problems
3	Faculty Performance	Excellent and Very Good- 64.06% Good- 22.56% Average- 10.58% Poor- 2.78%	. Most of the students remained highly satisfied with the performance of their teachers. The teachers are regular and punctual in classes. Most of the teachers use ICT and power point presentation. Most of the class rooms of the college are smart class rooms.
4	Laboratory	Excellent and Very Good- 56.79% Good- 24.07% Average- 12.65% Poor- 6.48%	. Most of the students remained highly satisfied with the lab works. Action Taken: Demand of new science block was sent to the Department and Government approved a new science block In the college.
5	Library	Excellent and Very Good- 58.88% Good- 25% Average- 13.33% Poor- 2.77%	Most of the students remained highly satisfied with the functioning of Library Action Taken: A fully A C reading room was established near Library


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