STUDENT FEEDBACK ANALYSIS REPORT AND ACTION PLAN

Session 2014-15

Feedback System:

Students are always an asset for any educational organization. Being central to conducive teaching-learning atmosphere, they are de-facto agents of growth, strength and continuous self-analysis of a College. Considering the high worth of their opinions and suggestions, B.L.M Girls College Nawanshahr framed a well-structured questionnaire ranging from Curriculum, infrastructure, teaching-learning environment, opportunities for leadership, innovation and relevance of the vision of the College. The responses obtained were critically analyzed and interpreted and their report is presented below.

Focus Area:

- Curricular Aspects
- Teaching-Learning and Evaluation
- Research, Innovations and Extension
- Infrastructure and Learning Resources
- Student Support and Progression
- Governance, Leadership and Management
- Institutional Values and Best Practices

Objectives:

1. To provide students a platform to share their opinions & perceptions in relation to Teaching-learning process and suggest improvement areas.
2. To provide the students a forum for healthy interaction with the administration regarding the weaker areas of learning environment.
3. To make the students critical thinkers.
4. To give students a sense of belongingness.

Phases of Student Feedback Mechanism:

- Collection of Student Feedback
- Interpretation & analysis of Results
- Communication of Results to Principal.
- Communication of Results to Person/In-charge/Department Concerned.
- **Action Plan**
- Action Taken Report

Interpretation & Analysis of Feedback for the Session 2014-15

Total Strength: 749

Sample Size: 70 students selected from across the streams of Commerce, Arts and Computer Application (10% of total Strength)

Student Selection Criterion: Students are selected on the basis of Attendance and Academic record.

Q. 1, How do you rate the sequence of the courses you have studied in previous semesters?

Response: Excellent. The College is offering traditional and modern courses effectively.
Action Plan: More courses to be introduced.

2. Is your curriculum relevant to IT Advancements?

Response: Yes, upto 72% it is. The students get enough exposure to IT.
Action Plan: More employment oriented programmes to be introduced.

3. Are you satisfied with the course content of your programme?

Response: Yes, upto 85%. Some of the courses are already in accordance with real life industry and employers' demands.
Action Plan: Effort is to achieve 100% course content satisfaction amongst the students.

4. Are you satisfied with the special programs organised for advance learners and slow learners in your College?

Response: Yes, 89% feels satisfy.
Action Plan: Time table to be made flexible enough to accommodate the students who are slow learners.

5. Are you satisfied with the internal evaluation process?

Response: Yes, up to 88%. However it needs to be jazzed up a bit more.
Action Plan: Keeping in mind the students' responses, the internal evaluation method will be made more comprehensive, more inclusive, more employment oriented.

6. Are you satisfied with the redressal of evaluation related grievances?

Response: Yes, 90%. The grievances are redressed quickly and timely. It could be made more efficient.
Action Plan: Grievance Redressal Cell to be strengthened.

7. Were your attendance and result record conveyed to you in time?

Response: Yes, very promptly.
Action Plan: Semester End PTMs to be encouraged.

8. Did you get proper information related to events, programs in college on notice board, and website?

Response: Excellent. The information related to events, programs in college are pasted on notice boards and website is updated regularly.
Action Plan: To keep website always updated.

9. Does your Institution promote Research Activities amongst students?

Response: No.
Action Plan: To introduce more research oriented projects.

10. Are you a Member of NSS or Green Club of the College?

Response: Yes, 65% students like to partake in NSS or other Eco-friendly drives.
Action Plan: More and more students will be encouraged to partake in the NSS and Go Green Clubs and Plantation Drives.

11 Do you actively participate in Extension Activities and do you find them to be Relevant?

Response: Yes, 80% students actively participate in Extension Activities and they find them relevant.
Action Plan: More and more students will be encouraged to partake in the Ext. Activities like visiting orphanage, and Charity & Donation Cell.

12. Are you satisfied with the infrastructural facilities in your classrooms like benches, electric lights, fans etc.?

Response: Yes, highly. Benches are comfortable, lights and fans are highly efficient, smart Boards really add quality to the academic excellence.
Action Plan: White Boards in most of the classes to be introduced.

13. Do you think there are enough books, journals, newspaper in the library concerning your subjects?

Response: Enough. Books and Magazines on varied subjects, Research related to most of the

subjects are available.

Action Plan: Facility for online reading of Journals and Magazines will be focused on to make students technically resourceful.

14. Are you satisfied with the facilities for extracurricular activities and sports?

Response: Yes, 84% students participate in the extra-curricular activities being organized. Students participate in Outdoor games also.

Action Plan: More and more students will be encouraged to partake in the extra-curricular activities and more sports activities will be organized for full physical development of the students.

15. Do you avail ICT Facilities in the College?

Response: Moderately.

Action Plan: E-Library facilities to be promoted.

16. Do you regularly visit College Library for Study purpose?

Response: Yes. On daily basis, almost 75% students do visit Library to make notes, to find books related to subjects.

Action Plan: E-resources to be increased.

17. Does the College provide Safe drinking water and sanitation facility?

Response: Yes, highly. Water coolers at different places have been provided. There are dustbins and garbage pails all around.

Action Plan: Safe Drinking Water and Sanitation Facility are a top priority with college.

18. Do you think the college updates its infrastructure at regular basis?

Response: Yes. Classes are maintained on annual basis. Labs are too upgraded. AC Labs are added to attain more comprehensive learning among students.

Action Plan: Many e-facilities will be incorporated in Library and the College.

19. Do you find your teachers easy to understand?

Response: Yes, highly. Teachers are dedicated and very efficient in their subjects. They use lecture methods and teach in an interactive way.

Action Plan: More Faculty Development Programmes and Orientation Programmes will be arranged.

20. Do your teachers provide you with additional study material / notes and other learning inputs for clarity and understanding of the subject?

Response: Yes, 90% students were positive. Teachers provide in-class notes and quality study material, using their high skill of explanation. Most of the college students have full clarity and understanding of the subjects.

Action Plan: Lectures and notes will be made available online on Website.

21. Have you ever approached any of your teachers for Career Guidance and Assistance?

Response: Yes, frequently. Teachers of Commerce, Computer classes, Social Sciences & Language Departments and Vocational Classes have been offering career guidance and timely advice to the students, to navigate their career in the right direction.

Action Plan: More interaction among students and teacher-counsellors will be encouraged.

22. Is the College Office Supportive in dealing with administrative matters?

Response: Yes, satisfactory for most students. The non-teaching staff members guide about university form filling, admission form filling, Collecting University Roll Numbers or about collecting DMCs as and when sought.

Action Plan: To keep up the supportive attitude.

23. Do you make use of Suggestion Box provided in the College?

Response: Rarely. Though all the students are aware of it, yet they rarely use the facility as suggestions.

Action Plan: More and more students will be encouraged to make use of Suggestion Cell are discussed during tutorial classes, with teachers.

ALUMNI FEEDBACK ANALYSIS REPORT AND ACTION PLAN

Session 2014-15

Feedback System:

The College has a well flourished alumni having presence in every nook and corner of the world. They are always invited to visit the college during various functions and feedback is sought from them regarding various issues. Questionnaire are sent to them and even distributed to them during various college functions. Their valuable suggestions are also welcomed by the College as they explain the requirement and relevance of their knowledge in present working scenario.

Focus Area:

1. Curricular Aspects
2. Teaching Learning & Evaluation
3. Research Innovation & Extension
4. Infrastructure & Learning Resources
5. Student Support & Progression
6. Governance, Leadership & Management
7. Institutional Values and Best Practices

Objectives:

1. To provide alumni a platform to share their views & experiences in relation to teaching- learning process and suggest improvement areas.

2. To work on the precious suggestions by ex-students as their experience in the institution can be used for the development of the institution at all levels.

3. To develop the skill of critical thinking and evaluation amongst students

4. To give alumni a sense of belongingness.

5. Continual improvement of the College Infrastructure, Staff and Supporting Services.

Phases of Student Feedback Mechanism:

1. Collection of Student Feedback
2. Interpretation & analysis of Results
3. Communication of Results to Person/In-charge/ Department Concerned
4. Communication of Results to Principal

5. Action Plan

6. Action Taken Report

Interpretation & Analysis of Feedback for the Session 2014-15

Sample Size: 50 alumni selected from across the streams of Commerce, Arts and computers.

Student Selection Criterion: Students are selected on the basis of Attendance and Academic record.

Feedback Q-1: Did your course facilitate your placement?

Response: 85% of alumni feel satisfied with the placement system of the college.
Action Plan: The priority to placement system would be given to achieve excellence.

Feedback Q-2: Was your curriculum in-line with I.T. Advancements?
Response: Yes
Action Plan: Teachers to be counselled to make effective and balanced blend of traditional and modern teaching tools.

Feedback Q-3: Does the course curriculum meet the industry standards/ requirements?

Response: No.
Action Plan: College curriculum designing teams pass on their suggestions to the university from time to time to inculcate industry oriented syllabus.

Feedback Q-4. How far did the personality development programmes organised during college help enhance your personality?

Response: 91% of the alumni gave positive response.
Action Plan: Although the college always works in the direction of improving the overall personality of its students still the faculty would be motivated to boost the confidence of the students.

Feedback Q-5. Do you think your stay in the College developed research aptitude in you which enhanced your placement prospects?

Response: Rarely
Action Plan: Internship practice to be planned.

Feedback Q-6. Do you still participate in Extension Activities of the college as alumni?
Response: 72% of the alumni gave positive response.

Action Plan: College keeps in touch with the alumni and also plans to honour them while recognizing their achievements in different events.

Feedback Q-7, How would you rate the infrastructural facilities during your stay in the College?

Response: Good

Action Plan: The College updates its infrastructure on regular basis to meet the demands of this era of technology.

Feedback Q-8. Were you exposed to various ICT facilities in the College?

Response: Yes.

Action Plan: College will keep trying to make no compromise when it comes to infrastructure facilities.

Feedback Q-9. Was the College Library adequately equipped for your academic support?

Response: Moderate

Action Plan: Workshop on Library to be organized.

Feedback Q-10. How do you rate the courses that you have learnt in relation to your current job?

Response: Moderate support.

Action Plan: More job oriented coursers to be added.

TEACHER FEEDBACK ANALYSIS REPORT AND ACTION PLAN

Session 2014-15

Feedback System:

Teachers are the building blocks of an Institution. Their feedback on various aspects of the Institution is of tremendous importance. Faculty always tries for upgrading the standards of the Institution. Their suggestions and genuine feedback provides impetuous for the growth of the Institution. Every year, they are asked to fill a questionnaire which is a tool for obtaining their feedback. The questionnaire includes every aspect of the functioning of the Institution.

Focus Area:

1. Curricular Aspects
2. Teaching, Learning and Evaluation
3. Research, Innovation and Extension
4. Infrastructure and Learning Resources
5. Student Support and Progressive
6. Governance, Leadership and Management
7. Institutional Values and Best Practices

Objectives:

1. To provide teachers a platform to share their views & experiences in relation to teaching-learning process and suggest improvement areas.

2. To boost their morale and confidence by giving them a chance to freely interact with the administration regarding the improvement of teaching and learning environment.

3. To develop the skill of critical thinking and evaluation amongst teachers.

4. To give them the sufficient time to pursue their research work.

5. Continual improvement of the College Infrastructure, Staff and Supporting Services.

Phases of Teacher Feedback Mechanism:

1. Collection of Teacher Feedback
2. Interpretation & analysis of Results
3. Communication of Results to Principal
4. Communication of Results to Person/In-charge/Department Concerned
5. Action Plan

6. Action Taken Report

Interpretation & Analysis Feedback for the Session 2014-15

Total Strength: 37

Sample Size: All the teachers of the college of various streams of Commerce, Arts, Computer Science and Application.

Feedback Q-1 Are you satisfied with the Course Content?

Response: Yes. The College is delivering the requisite performance and the teachers always take care of the syllabus prescribed by the university.

Action Plan: They will continue to do this in future.

Feedback Q-2 Is the college promoting research related activities for teachers?

Response: Majority of the people are keen in the work of research and college always encourages them.

Action Plan: Promotions will be offered to teachers who pursue the research work by the management, and which will encourage the teachers to pursue research further.

Feedback Q-3 Are you satisfied with the internal evaluation system at the institutional level?

Response: Yes

Action Plan: New strategies will be introduced which will make the evaluator more prompt and transparent.

Feedback Q-4 Are you satisfied with the Faculty Development Programmes organized in the College?

Response: Yes.

Action Plan: More Faculty Development Programmes' with the motto to encourage new teaching methodologies will be organised.

Feedback Q-5 Are you satisfied with the number of students allocated under each mentor?

Response: Yes.

Action Plan: The balance of student ratio is always taken into consideration and will be done in the future as well.

Feedback Q-6 Are you satisfied with the available infrastructure for teaching in the College?

Response: Yes

Action Plan: Latest facilities according to the technology era will be introduced more.

Feedback Q-7 Are the books, journals in the Library sufficient for the cognitive development of the students?

Response: Yes

Action Plan: More books for general reading which will be inspirational as well for the students will be added.

Feedback Q-8 Do you refer to Library books for preparing your lectures?

Response: 92 % of teachers visit library on the daily basis and give the reviews regarding the updating to the library committee.

Action Plan: The College will consider the reviews by teachers more regularly and the actions will be taken on the urgent basis.

Feedback Q-9: Do you regularly submit the infrastructural requirements related to your department?

Response: Majority of the people gives the feedback regarding the requirements.

Action Plan: More meetings for this purpose will be held to take care of the requirements more efficiently.

Feedback Q-10 Does the College regularly update its infrastructure as per your suggestions?

Response. Yes.

Action Plan: Latest facilities of the high quality brand will always remain the priority of the management.

Feedback Q-11 Do you include ICT facilities in your teaching methodology?

Response: Yes

Action Plan: ICT facilities will always be upgraded in order to enhance the teaching methodology

Feedback Q-12 Are tests and examination conducted well in time with proper coverage of all units in the syllabus?

Response: Yes

Action Plan: Fortnightly test system will be planned in order to facilitate the students and thus the students will be prevented from the last minute preparations.

Feedback Q-13 Are you satisfied with the Internet Facility and Research Related Sources in the Library?

Response: Moderately

Action Plan: The facility of research related sources will be better in the near future

Feedback Q-14 Are faculty related grievances / problems solved well in time?

Response: Yes

Action Plan: The direct link between the faculty and management will be established.

Feedback Q-15 Are you satisfied with Faculty Empowerment Strategies of the College?

Response: Majority of the people are satisfied.

Action Plan: More programmes to be introduced.

Feedback Q-16 Are students confident enough to share their issues with you?

Response: Yes

Action Plan: The personal and friendly relation between the teachers and students will be encouraged.

Feedback Q-17 How much of the official work do you perform without the use of paper?

Response: 72% of the official work is done online.

Action Plan: Minimal use of paper will be encouraged.

Feedback Q-18 Do you guide the students about the environment conservation?

Response: Yes.

Action Plan: Concepts like 'green and clean city' are promoted and will be continued

Feedback Q-19 Do you contribute towards making the campus plastic free?

Response 82% of teachers contribute towards making the campus plastic free.

Action Plan: The students will be encouraged to avoid plastic.

Feedback Q- 20 How do you make teaching learning process effective?

Response: Teachers constantly try to improve teaching and make them student-centric.

Action Plan: Teaching methodologies will be encouraged which will involve more practical exposure rather than just the theoretical work.

PARENT FEEDBACK ANALYSIS REPORT AND ACTION PLAN

Session 2014-15

Parent feedback is the most powerful tool to enhance the quality of an institution. Studies show that students whose parents take an active role in their education do better both academically and socially. One of the best ways to get parents involved with their wards education and future is through survey and feedback. This feedback not only helps parents contribute positively to their children's learning experience but it also can be an indicator of an institution's overall success. B.L.M Girls College is an institution where students learn to strive for excellence. Parents agree that college leaves no stone unturned in the direction of students' progress and growth.

Focus Area:

1. Curricular Aspects
2. Teaching Learning & Evaluation
3. Research, Innovation & Extension
4. , Infrastructure and Learning Resources
5. Student support & Progression
6. Governance, Leadership & Management
7. Institutional Values and Best Practices

Objectives:

1. To provide Parents an opportunity to share their views & experiences in relation to teaching-learning process and suggest improvement areas.

2. To give a chance to Parents to freely interact with the administration regarding the weaker areas of learning environment.
3. To give Parents a sense of belongingness.
4. Continual improvement of the College Infrastructure, Staff and Supporting Services.

Phases of Parents Feedback Mechanism:

1. Collection of Parents Feedback
2. Interpretation & analysis of Results
3. Communication of Results to Principal.
4. Communication of Results to Person/In-charge Department Concerned.
5. Action Plan

6. Action Taken Report
Interpretation & Analysis Teacher Feedback for the Session 2014-15

Total Strength: 749

Sample Size: 75 Parents selected from across the streams of Commerce, Arts and Computer application.(10% of total Strength)

1.   How would you rate the teaching and learning environment in the College?

   Response: Excellent

   Action Plan- Though parents are satisfied with teaching and learning environment in the college yet the college endeavors to keep adding new innovating methods of teaching.

2.   Does the College provide Value Based Education?

   Response: Yes

   Action Plan– More value based education programmes to be added.

3.   Are you satisfied with the special programs the college is organising for advance learners and slow learners?

   Response: Yes

   Action Plan- To keep up its policy for identifying and coaching advance learners and slow learners

4.   Does college organise events to directly interact with parents and handle their issues related to A. Academics, B. Examination C. Stress::

   Response: Yes

   Action Plan- Parent Teacher Meet is a regular feature of the college.

5.   Are you satisfied with the innovation and creativity incorporated in teaching learning methods of the college?

   Response: Yes

   Action Plan- Although there are innovative methods likes Moodle in teaching yet college is making efforts to introduce novel methods of teaching.

6.   Do you think Extension Activities of the College have led to more humanitarian development of your Ward?

   Response: Yes

Action Plan- To Strengthen its extension and other activities.

7. How have the Extension Activities organized in the College enhanced the personality and confidence level of your Ward? Please rate on the scale of 1 to 5

    Response: 4

    Action Plan- Our College is a reigning position in Youth Festivals. It would further strengthen its extension activities on a global platform.

8. Are you satisfied with the infrastructural facilities of the College?

    Response: Yes

    Action Plan- To introduce latest infrastructural facilities as for the course requirement

9. Do you find any problem or inconvenience when you visit the College?

    Response: No

    Action Plan- To have a front desk to specially cater to parents.

10. Are you satisfied with the performance of students' Grievance Redressal Cell?

    Response: Yes

    Action Plan- To keep up its performance in addressing grievances.

ACTION TAKEN REPORT

FEEDBACK COLLECTED

2014-15

Feedback was again received from Students, Alumni, Teachers and Parents in 2014-2015 on an Annual Basis. It was analyzed as presented in the Analysis Reports. Based on the Action Plan mentioned in the analysis report pertaining to students, alumni, teachers and parents a committee was formed to execute the desired Action Plan at the earliest. The committee comprised of the Principal as the Chairperson and five senior faculty members. Based on the Action Plan, an agenda was framed and forwarded to the management. Prompt action was taken to implement the suggestions on the basis of priority. The action taken was then discussed in the board meeting comprising of representative of Managing committee, Principal and Staff Representatives.
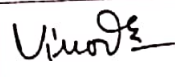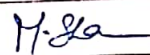
Following actions were taken:

- Results should be informed to and discussed with parents of slow learners.
- Infrastructure to be improved. Physical Education department and Music department will soon be built.
- More books to be purchased for PG courses in the library.
- Grievance Redressal Cell to announce its activities in morning assembly for the convenience of the students.
- Intensive information to SC/BC students about Govt. offering post matric scholarships to the above said students.
- Private bus operators to be contacted for the solution of the bus problems of students.
- Academic calendar to be improved and prepared in a more comprehensive manner.
- College campus was brought under CCTV surveillance for the safety of students, staff and premises.

Minutes of the Meeting of Governing Council, Board of Management for Action Plan and Action Taken on Feedback Collection from Stakeholders

Session 2014-15

1. Welcome by the Chairperson
2. Discussion on feedback received and Analysis Report
3. Introductory Remark by the Chairperson
4. Discussion of Action Plan Analysis
5. Discussion on Action Taken
6. **Following Actions were taken:**
   - Results should be informed to and discussed with parents of slow learners.
   - Infrastructure to be improved. Physical Education department and Music department will soon be built.
   - More books to be purchased for PG courses in the library.
   - Grievance Redressal Cell to announce its activities in morning assembly for the convenience of the students.
   - Intensive information to SC/BC students about Govt. offering post matric scholarships to the above said students.
   - Private bus operators to be contacted for the solution of the bus problems of students.
   - Academic calendar to be improved and prepared in a more comprehensive manner.
   - College campus was brought under CCTV surveillance for the safety of students, staff and premises.
   - Under privileged students were taught free of cost in the remedial classes.

7. Vote of Thanks by Principal

Management Represntative	Mr. Vinod Bhardwaj	*Vinod*
Chairperson	Mrs. Meenakshi Sharma	*M.Sha*
Faculty representative	Mrs. Surinder Kaur	*Nivedita*
	Mrs. Nivedita	
	Mrs. Taranpreet Kaur	*signature*
	Dr. Aruna Pathak	*A.Path*
	Dr. Gauri	*signature*
	Mrs. Suman Rajpal	

STUDENT FEEDBACK ANALYSIS REPORT AND ACTION PLAN

Session 2015-16

Feedback System:

Students are always an asset for any educational organization. Being central to conducive teaching-learning atmosphere, they are de-facto agents of growth, strength and continuous self-analysis of a College. Considering the high worth of their opinions and suggestions, B.L.M Girls College Nawanshahr framed a well-structured questionnaire ranging from Curriculum, infrastructure, teaching-learning environment, opportunities for leadership, innovation and relevance of the vision of the College. The responses obtained were critically analyzed and interpreted and their report is presented below.

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Phases of Student Feedback Mechanism:

- Collection of Student Feedback
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- Communication of Results to Principal.
- Communication of Results to Person/In-charge/Department Concerned.
- **Action Plan**
- Action Taken Report

Interpretation & Analysis of Feedback for the Session 2015-16

Total Strength: 826

Sample Size: 75 students selected from across the streams of Commerce, Arts and Computer Application (9% of total Strength)

Student Selection Criterion: Students are selected on the basis of Attendance and Academic record.

Q. 1, How do you rate the sequence of the courses you have studied in previous semesters?

Response: Excellent. The College is offering traditional and modern courses effectively.
Action Plan: More courses to be introduced.

2. Is your curriculum relevant to IT Advancements?

Response: Yes, upto 74% it is. The students get enough exposure to IT.
Action Plan: More employment oriented programmes to be introduced.

3. Are you satisfied with the course content of your programme?

Response: Yes, upto 86%. Some of the courses are already in accordance with real life industry and employers' demands.
Action Plan: Effort is to achieve 100% course content satisfaction amongst the students.

4. Are you satisfied with the special programs organised for advance learners and slow learners in your College?

Response: Yes, 88% feels satisfy.
Action Plan: Time table to be made flexible enough to accommodate the students who are slow learners.

5. Are you satisfied with the internal evaluation process?

Response: Yes, up to 89%. However it needs to be jazzed up a bit more.
Action Plan: Keeping in mind the students' responses, the internal evaluation method will be made more comprehensive, more inclusive, more employment oriented.

6. Are you satisfied with the redressal of evaluation related grievances?

Response: Yes, 89%. The grievances are redressed quickly and timely. It could be made more efficient.
Action Plan: Grievance Redressal Cell to be strengthened.

7. Were your attendance and result record conveyed to you in time?

Response: Yes, very promptly.
Action Plan: Semester End PTMs to be encouraged.

8. Did you get proper information related to events, programs in college on notice board, and website?

Response: Excellent. The information related to events, programs in college are pasted on notice boards and website is updated regularly.
Action Plan: To keep website always updated.

9. Does your Institution promote Research Activities amongst students?

Response: No.
Action Plan: To introduce more research oriented projects.

10. Are you a Member of NSS or Green Club of the College?

Response: Yes, 67% students like to partake in NSS or other Eco-friendly drives.
Action Plan: More and more students will be encouraged to partake in the NSS and Go Green Clubs and Plantation Drives.

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Response: Yes, 82% students actively participate in Extension Activities and they find them relevant.
Action Plan: More and more students will be encouraged to partake in the Ext. Activities like visiting orphanage, and Charity & Donation Cell.

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Response: Yes, highly. Benches are comfortable, lights and fans are highly efficient, smart Boards really add quality to the academic excellence.
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Response: Yes, 86% students participate in the extra-curricular activities being organized. Students participate in Outdoor games also.

Action Plan: More and more students will be encouraged to partake in the extra-curricular activities and more sports activities will be organized for full physical development of the students.

15. Do you avail ICT Facilities in the College?

Response: Moderately.

Action Plan: E-Library facilities to be promoted.

16. Do you regularly visit College Library for Study purpose?

Response: Yes. On daily basis, almost 76% students do visit Library to make notes, to find books related to subjects.

Action Plan: E-resources to be increased.

17. Does the College provide Safe drinking water and sanitation facility?

Response: Yes, highly. Water coolers at different places have been provided. There are dustbins and garbage pails all around.

Action Plan: Safe Drinking Water and Sanitation Facility are a top priority with college.

18. Do you think the college updates its infrastructure at regular basis?

Response: Yes. Classes are maintained on annual basis. Labs are too upgraded. AC Labs are added to attain more comprehensive learning among students.

Action Plan: Many e-facilities will be incorporated in Library and the College.

19. Do you find your teachers easy to understand?

Response: Yes, highly. Teachers are dedicated and very efficient in their subjects. They use lecture methods and teach in an interactive way.

Action Plan: More Faculty Development Programmes and Orientation Programmes will be arranged.

20. Do your teachers provide you with additional study material / notes and other learning inputs for clarity and understanding of the subject?

Response: Yes, 88% students were positive. Teachers provide in-class notes and quality study material, using their high skill of explanation. Most of the college students have full clarity and understanding of the subjects.

Action Plan: Lectures and notes will be made available online on Website.

21. Have you ever approached any of your teachers for Career Guidance and Assistance?

Response: Yes, frequently. Teachers of Commerce, Computer classes, Social Sciences & Language Departments and Vocational Classes have been offering career guidance and timely advice to the students, to navigate their career in the right direction.

Action Plan: More interaction among students and teacher-counsellors will be encouraged.

22. Is the College Office Supportive in dealing with administrative matters?

Response: Yes, satisfactory for most students. The non-teaching staff members guide about university form filling, admission form filling, Collecting University Roll Numbers or about collecting DMCs as and when sought.

Action Plan: To keep up the supportive attitude.

23. Do you make use of Suggestion Box provided in the College?

Response: Rarely. Though all the students are aware of it, yet they rarely use the facility as suggestions.

Action Plan: More and more students will be encouraged to make use of Suggestion Cell are discussed during tutorial classes, with teachers.

24. Is the campus Eco Friendly and Green?

Response: Highly. Our college has a lush green lawn, offering a calm ambience.

Action Plan: Herbal plants will be introduced soon.

25. What is your opinion regarding safety of girl students in the College?

Response: High. Girl students are totally safe and secure. No case ever about molestation or ragging has been heard. The Principal does her best to ensure so.

Action Plan: Information on Anti-Ragging Cell and Anti-Sexual Harassment Cell will be frequently reminded to the students in the morning assembly.

ALUMNI FEEDBACK ANALYSIS REPORT AND ACTION PLAN

Session 2015-16

Feedback System:

The College has a well flourished alumni having presence in every nook and corner of the world. They are always invited to visit the college during various functions and feedback is sought from them regarding various issues. Questionnaire are sent to them and even distributed to them during various college functions. Their valuable suggestions are also welcomed by the College as they explain the requirement and relevance of their knowledge in present working scenario.

Focus Area:

1. Curricular Aspects

2. Teaching Learning & Evaluation

3. Research Innovation & Extension

4. Infrastructure & Learning Resources

5. Student Support & Progression

6. Governance, Leadership & Management

7. Institutional Values and Best Practices

Objectives:

1. To provide alumni a platform to share their views & experiences in relation to teaching- learning process and suggest improvement areas.

2. To work on the precious suggestions by ex-students as their experience in the institution can be used for the development of the institution at all levels.

3. To develop the skill of critical thinking and evaluation amongst students

4. To give alumni a sense of belongingness.

5. Continual improvement of the College Infrastructure, Staff and Supporting Services.

Phases of Student Feedback Mechanism:

1. Collection of Student Feedback

2. Interpretation & analysis of Results

3. Communication of Results to Person/In-charge/ Department Concerned

4. Communication of Results to Principal

5.   Action Plan

6.   Action Taken Report

Interpretation & Analysis of Feedback for the Session 2015-16

Sample Size: 45 alumni selected from across the streams of Commerce, Arts and computers.

Student Selection Criterion: Students are selected on the basis of Attendance and Academic record.

Feedback Q-1: Did your course facilitate your placement?

Response: 87% of alumni feel satisfied with the placement system of the college.

Action Plan: The priority to placement system would be given to achieve excellence.

Feedback Q-2: Was your curriculum in-line with I.T. Advancements?

Response: Yes

Action Plan: Teachers to be counselled to make effective and balanced blend of traditional and modern teaching tools.

Feedback Q-3: Does the course curriculum meet the industry standards/ requirements?

Response: No.

Action Plan: College curriculum designing teams pass on their suggestions to the university from time to time to inculcate industry oriented syllabus.

Feedback Q-4. How far did the personality development programmes organised during college help enhance your personality?

Response: 89% of the alumni gave positive response.

Action Plan: Although the college always works in the direction of improving the overall personality of its students still the faculty would be motivated to boost the confidence of the students.

Feedback Q-5. Do you think your stay in the College developed research aptitude in you which enhanced your placement prospects?

Response: Rarely

Action Plan: Internship practice to be planned.

Feedback Q-6. Do you still participate in Extension Activities of the college as alumni?

Response: 69% of the alumni gave positive response.

Action Plan: College keeps in touch with the alumni and also plans to honour them while recognizing their achievements in different events.

Feedback Q-7, How would you rate the infrastructural facilities during your stay in the College?

Response: Good

Action Plan: The College updates its infrastructure on regular basis to meet the demands of this era of technology.

Feedback Q-8. Were you exposed to various ICT facilities in the College?

Response: Yes.

Action Plan: College will keep trying to make no compromise when it comes to infrastructure facilities.

Feedback Q-9. Was the College Library adequately equipped for your academic support?

Response: Moderate

Action Plan: Workshop on Library to be organized.

Feedback Q-10. How do you rate the courses that you have learnt in relation to your current job?

Response: Moderate support.

Action Plan: More job oriented coursers to be added.

Feedback Q-11. Were your grievances properly handled at the College?

Response: Yes. Majority of students consider grievance handling procedure to be good.

Action Plan: Grievances should be handled promptly and quick redressal must be incorporated in to the system itself.

Feedback Q-12. Being an Alumni are you satisfied with the Annual Alumni Meet in the College?

Response: Yes.

Action Plan: Alumni Association of the college will try to organize alumni meets at more regular basis.

TEACHER FEEDBACK ANALYSIS REPORT AND ACTION PLAN

Session 2015-16

Feedback System:

Teachers are the building blocks of an Institution. Their feedback on various aspects of the Institution is of tremendous importance. Faculty always tries for upgrading the standards of the Institution. Their suggestions and genuine feedback provides impetuous for the growth of the Institution. Every year, they are asked to fill a questionnaire which is a tool for obtaining their feedback. The questionnaire includes every aspect of the functioning of the Institution.

Focus Area:

1. Curricular Aspects
2. Teaching, Learning and Evaluation
3. Research, Innovation and Extension
4. Infrastructure and Learning Resources
5. Student Support and Progressive
6. Governance, Leadership and Management
7. Institutional Values and Best Practices

Objectives:

1. To provide teachers a platform to share their views & experiences in relation to teaching-learning process and suggest improvement areas.

2. To boost their morale and confidence by giving them a chance to freely interact with the administration regarding the improvement of teaching and learning environment.

3. To develop the skill of critical thinking and evaluation amongst teachers.

4. To give them the sufficient time to pursue their research work.

5. Continual improvement of the College Infrastructure, Staff and Supporting Services.

Phases of Teacher Feedback Mechanism:

1. Collection of Teacher Feedback
2. Interpretation & analysis of Results
3. Communication of Results to Principal
4. Communication of Results to Person/In-charge/Department Concerned
5. Action Plan

6. Action Taken Report

Interpretation & Analysis Feedback for the Session 2015-16

Total Strength: 37

Sample Size: All the teachers of the college of various streams of Commerce, Arts, Computer Science and Application.

Feedback Q-1 Are you satisfied with the Course Content?

Response: Yes. The College is delivering the requisite performance and the teachers always take care of the syllabus prescribed by the university.
Action Plan: They will continue to do this in future.

Feedback Q-2 Is the college promoting research related activities for teachers?
Response: Majority of the people are keen in the work of research and college always encourages them.
Action Plan: Promotions will be offered to teachers who pursue the research work by the management, and which will encourage the teachers to pursue research further.

Feedback Q-3 Are you satisfied with the internal evaluation system at the institutional level?
Response: Yes

Action Plan: New strategies will be introduced which will make the evaluator more prompt and transparent.

Feedback Q-4 Are you satisfied with the Faculty Development Programmes organized in the College?

Response: Yes.
Action Plan: More Faculty Development Programmes' with the motto to encourage new teaching methodologies will be organised.

Feedback Q-5 Are you satisfied with the number of students allocated under each mentor?

Response: Yes.
Action Plan: The balance of student ratio is always taken into consideration and will be done in the future as well.

Feedback Q-6 Are you satisfied with the available infrastructure for teaching in the College?
Response: Yes

Action Plan: Latest facilities according to the technology era will be introduced more.

Feedback Q-7 Are the books, journals in the Library sufficient for the cognitive development of the students?

Response: Yes

Action Plan: More books for general reading which will be inspirational as well for the students will be added.

Feedback Q-8 Do you refer to Library books for preparing your lectures?

Response: 92 % of teachers visit library on the daily basis and give the reviews regarding the updating to the library committee.

Action Plan: The College will consider the reviews by teachers more regularly and the actions will be taken on the urgent basis.

Feedback Q-9: Do you regularly submit the infrastructural requirements related to your department?

Response: Majority of the people gives the feedback regarding the requirements.

Action Plan: More meetings for this purpose will be held to take care of the requirements more efficiently.

Feedback Q-10 Does the College regularly update its infrastructure as per your suggestions?

Response. Yes.

Action Plan: Latest facilities of the high quality brand will always remain the priority of the management.

Feedback Q-11 Do you include ICT facilities in your teaching methodology?

Response: Yes

Action Plan: ICT facilities will always be upgraded in order to enhance the teaching methodology

Feedback Q-12 Are tests and examination conducted well in time with proper coverage of all units in the syllabus?

Response: Yes

Action Plan: Fortnightly test system will be planned in order to facilitate the students and thus the students will be prevented from the last minute preparations.

Feedback Q-13 Are you satisfied with the Internet Facility and Research Related Sources in the Library?

Response: Moderately

Action Plan: The facility of research related sources will be better in the near future

Feedback Q-14 Are faculty related grievances / problems solved well in time?

Response: Yes

Action Plan: The direct link between the faculty and management will be established.

Feedback Q-15 Are you satisfied with Faculty Empowerment Strategies of the College?

Response: Majority of the people are satisfied.

Action Plan: More programmes to be introduced.

Feedback Q-16 Are students confident enough to share their issues with you?

Response: Yes

Action Plan: The personal and friendly relation between the teachers and students will be encouraged.

Feedback Q-17 How much of the official work do you perform without the use of paper?

Response: 72% of the official work is done online.

Action Plan: Minimal use of paper will be encouraged.

Feedback Q-18 Do you guide the students about the environment conservation?

Response: Yes.

Action Plan: Concepts like 'green and clean city' are promoted and will be continued

Feedback Q-19 Do you contribute towards making the campus plastic free?

Response 85% of teachers contribute towards making the campus plastic free.

Action Plan: The students will be encouraged to avoid plastic.

Feedback Q- 20 How do you make teaching learning process effective?

Response: Teachers constantly try to improve teaching and make them student-centric.

Action Plan: Teaching methodologies will be encouraged which will involve more practical exposure rather than just the theoretical work.

PARENT FEEDBACK ANALYSIS REPORT AND ACTION PLAN

Session 2015-16

Parent feedback is the most powerful tool to enhance the quality of an institution. Studies show that students whose parents take an active role in their education do better both academically and socially. One of the best ways to get parents involved with their wards education and future is through survey and feedback. This feedback not only helps parents contribute positively to their children's learning experience but it also can be an indicator of an institution's overall success. B.L.M Girls College is an institution where students learn to strive for excellence. Parents agree that college leaves no stone unturned in the direction of students' progress and growth.

Focus Area:

1. Curricular Aspects
2. Teaching Learning & Evaluation
3. Research, Innovation & Extension
4. , Infrastructure and Learning Resources
5. Student support & Progression
6. Governance, Leadership & Management
7. Institutional Values and Best Practices

Objectives:

1. To provide Parents an opportunity to share their views & experiences in relation to teaching-learning process and suggest improvement areas.

2. To give a chance to Parents to freely interact with the administration regarding the weaker areas of learning environment.
3. To give Parents a sense of belongingness.
4. Continual improvement of the College Infrastructure, Staff and Supporting Services.

Phases of Parents Feedback Mechanism:

1. Collection of Parents Feedback
2. Interpretation & analysis of Results
3. Communication of Results to Principal.
4. Communication of Results to Person/In-charge Department Concerned.
5. Action Plan
6. Action Taken Report

Interpretation & Analysis Teacher Feedback for the Session 2015-16

Total Strength: 749

Sample Size: 75 Parents selected from across the streams of Commerce, Arts and Computer application.(10% of total Strength)

1. How would you rate the teaching and learning environment in the College?

    Response: Excellent

    Action Plan- Though parents are satisfied with teaching and learning environment in the college yet the college endeavors to keep adding new innovating methods of teaching.

2. Does the College provide Value Based Education?

    Response: Yes

    Action Plan– More value based education programmes to be added.

3. Are you satisfied with the special programs the college is organising for advance learners and slow learners?

    Response: Yes

    Action Plan- To keep up its policy for identifying and coaching advance learners and slow learners

4. Does college organise events to directly interact with parents and handle their issues related to A. Academics, B. Examination C. Stress::

    Response: Yes

    Action Plan- Parent Teacher Meet is a regular feature of the college.

5. Are you satisfied with the innovation and creativity incorporated in teaching learning methods of the college?

    Response: Yes

    Action Plan- Although there are innovative methods likes Moodle in teaching yet college is making efforts to introduce novel methods of teaching.

6. Do you think Extension Activities of the College have led to more humanitarian development of your Ward?

    Response: Yes

Action Plan- To Strengthen its extension and other activities.

7. How have the Extension Activities organized in the College enhanced the personality and confidence level of your Ward? Please rate on the scale of 1 to 5

   Response: 4

   Action Plan- Our College is a reigning position in Youth Festivals. It would further strengthen its extension activities on a global platform.

8. Are you satisfied with the infrastructural facilities of the College?

   Response: Yes

   Action Plan- To introduce latest infrastructural facilities as for the course requirement

9. Do you find any problem or inconvenience when you visit the College?

   Response: No

   Action Plan- To have a front desk to specially cater to parents.

10. Are you satisfied with the performance of students' Grievance Redressal Cell?

    Response: Yes

    Action Plan- To keep up its performance in addressing grievances.

11. Do you receive SMS, Mails and Phone Calls related to your Ward's Progress in time?

    Response: Yes

    Action Plan- To enhance online nexus with stakeholders

12. Is the college office helpful in administrative matters?

    Response: Yes

    Action Plan-College is making an attempt to improve and help more in administrative matters

13. Do you regularly attend PTMs held in the College?

    Response: Yes

    Action Plan- Regular Phone calls are made to ensure that Parents come and check the growth of their ward.

ACTION TAKEN REPORT

FEEDBACK COLLECTED

2015-16

Feedback was received from Students, Alumni, Teachers and Parents in 2015-2016 on an Annual Basis. It was analyzed as presented in the Analysis Reports. Based on the Action Plan mentioned in the analysis report pertaining to students, alumni, teachers and parents a committee was formed to execute the desired Action Plan at the earliest. The committee comprised of the Principal as the Chairperson and five senior faculty members. Based on the Action Plan, an agenda was framed and forwarded to the management. Prompt action was taken to implement the suggestions on the basis of priority. The action taken was then discussed in the board meeting comprising a managing committee, Principal and Staff Representatives.

Following action was taken:

- Retiring room, pantry and kitchenette were constructed & thus Principal office was renovated.
- Administrative block & reception area of the college were renovated and facilities like new furniture, almirahs and aluminium partitions were added up to give a complete new look to the office.
- Internal evaluation system to be shared with the parents of the wards.
- Certificate courses have been introduced like MS Excel, Cookery classes on pudding and dessert making, fabric screen painting etc.
- More participation in the university youth festival was encouraged.
- College clubs, societies and departments have been asked to start maintaining the written record of their activities.
- More extension activities for the enhancement of information and knowledge of staff and students.
- Plantation drive in crematorium ground of Nawanshahr was taken up.
- Provision of RO water for students was ensured.
- Biometric attendance by students was started to verify the transparency of the attendance.

Minutes of the Meeting of Governing Council, Board of Management for Action Plan and Action Taken on Feedback Collection from Stakeholders

Session 2015-16

1. Welcome by the Chairperson

2. Discussion on feedback received and Analysis Report

3. Introductory Remark by the Chairperson

4. Discussion of Action Plan Analysis

5. Discussion on Action Taken

6. Following Actions were taken:

   - Retiring room, pantry and kitchenette were constructed & thus Principal office was renovated.
   - Administrative block & reception area of the college were renovated and facilities like new furniture, almirahs and aluminium partitions were added up to give a complete new look to the office.
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   - College clubs, societies and departments have been asked to start maintaining the written record of their activities.
   - More extension activities for the enhancement of information and knowledge of staff and students.
   - Plantation drive in crematorium ground of Nawanshahr was taken up.
   - Provision of RO water for students was ensured.
   - Biometric attendance by students was started to verify the transparency of the attendance.

7. **Vote of Thanks by Principal**

Management Represntative	Mr. Vinod Bhardwaj	*signature*
Chairperson	Mrs. Meenakshi Sharma	*signature*
Faculty representative	Mrs. Surinder Kaur	*signature*
	Mrs. Nivedita	*signature*
	Mrs. Taranpreet Kaur	*signature*
	Dr. Aruna Pathak	*signature*
	Dr. Gauri	*signature*
	Mrs. Suman Rajpal	*signature*

STUDENT FEEDBACK ANALYSIS REPORT AND ACTION PLAN

Session 2016-17

Feedback System:

Students are always an asset for any educational organization. Being central to conducive teaching-learning atmosphere, they are de-facto agents of growth, strength and continuous self-analysis of a College. Considering the high worth of their opinions and suggestions, B.L.M Girls College Nawanshahr framed a well-structured questionnaire ranging from Curriculum, infrastructure, teaching-learning environment, opportunities for leadership, innovation and relevance of the vision of the College. The responses obtained were critically analyzed and interpreted and their report is presented below.

Focus Area:

- Curricular Aspects
- Teaching-Learning and Evaluation
- Research, Innovations and Extension
- Infrastructure and Learning Resources
- Student Support and Progression
- Governance, Leadership and Management
- Institutional Values and Best Practices

Objectives:

1. To provide students a platform to share their opinions & perceptions in relation to Teaching-learning process and suggest improvement areas.
2. To provide the students a forum for healthy interaction with the administration regarding the weaker areas of learning environment.
3. To make the students critical thinkers.
4. To give students a sense of belongingness.

Phases of Student Feedback Mechanism:

- Collection of Student Feedback
- Interpretation & analysis of Results
- Communication of Results to Principal.
- Communication of Results to Person/In-charge/Department Concerned.
- **Action Plan**
- Action Taken Report

Interpretation & Analysis of Feedback for the Session 2016-17

Total Strength: 746

Sample Size: 74 students selected from across the streams of Commerce, Arts and Computer Application (10% of total Strength)

Student Selection Criterion: Students are selected on the basis of Attendance and Academic record.

Q. 1, How do you rate the sequence of the courses you have studied in previous semesters?

Response: Excellent. The College is offering traditional and modern courses effectively.
Action Plan: More courses to be introduced.

2. Is your curriculum relevant to IT Advancements?

Response: Yes, upto 75% it is. The students get enough exposure to IT.
Action Plan: More employment oriented programmes to be introduced.

3. Are you satisfied with the course content of your programme?

Response: Yes, upto 87%. Some of the courses are already in accordance with real life industry and employers' demands.
Action Plan: Effort is to achieve 100% course content satisfaction amongst the students.

4. Are you satisfied with the special programs organised for advance learners and slow learners in your College?

Response: Yes, 85% feels satisfy.
Action Plan: Time table to be made flexible enough to accommodate the students who are slow learners.

5. Are you satisfied with the internal evaluation process?

Response: Yes, up to 90%. However it needs to be jazzed up a bit more.
Action Plan: Keeping in mind the students' responses, the internal evaluation method will be made more comprehensive, more inclusive, more employment oriented.

6. Are you satisfied with the redressal of evaluation related grievances?

Response: Yes, 90%. The grievances are redressed quickly and timely. It could be made more efficient.
Action Plan: Grievance Redressal Cell to be strengthened.

7. Were your attendance and result record conveyed to you in time?

Response: Yes, very promptly.
Action Plan: Semester End PTMs to be encouraged.

8. Did you get proper information related to events, programs in college on notice board, and website?

Response: Excellent. The information related to events, programs in college are pasted on notice boards and website is updated regularly.
Action Plan: To keep website always updated.

9. Does your Institution promote Research Activities amongst students?

Response: No.
Action Plan: To introduce more research oriented projects.

10. Are you a Member of NSS or Green Club of the College?

Response: Yes, 66% students like to partake in NSS or other Eco-friendly drives.
Action Plan: More and more students will be encouraged to partake in the NSS and Go Green Clubs and Plantation Drives.

11 Do you actively participate in Extension Activities and do you find them to be Relevant?

Response: Yes, 83% students actively participate in Extension Activities and they find them relevant.
Action Plan: More and more students will be encouraged to partake in the Ext. Activities like visiting orphanage, and Charity & Donation Cell.

12. Are you satisfied with the infrastructural facilities in your classrooms like benches, electric lights, fans etc.?

Response: Yes, highly. Benches are comfortable, lights and fans are highly efficient, smart Boards really add quality to the academic excellence.
Action Plan: White Boards in most of the classes to be introduced.

13. Do you think there are enough books, journals, newspaper in the library concerning your subjects?

Response: Enough. Books and Magazines on varied subjects, Research related to most of the

subjects are available.

Action Plan: Facility for online reading of Journals and Magazines will be focused on to make students technically resourceful.

14. Are you satisfied with the facilities for extracurricular activities and sports?

Response: Yes, 85% students participate in the extra-curricular activities being organized. Students participate in Outdoor games also.

Action Plan: More and more students will be encouraged to partake in the extra-curricular activities and more sports activities will be organized for full physical development of the students.

15. Do you avail ICT Facilities in the College?

Response: Moderately.

Action Plan: E-Library facilities to be promoted.

16. Do you regularly visit College Library for Study purpose?

Response: Yes. On daily basis, almost 77% students do visit Library to make notes, to find books related to subjects.

Action Plan: E-resources to be increased.

17. Does the College provide Safe drinking water and sanitation facility?

Response: Yes, highly. Water coolers at different places have been provided. There are dustbins and garbage pails all around.

Action Plan: Safe Drinking Water and Sanitation Facility are a top priority with college.

18. Do you think the college updates its infrastructure at regular basis?

Response: Yes. Classes are maintained on annual basis. Labs are too upgraded. AC Labs are added to attain more comprehensive learning among students.

Action Plan: Many e-facilities will be incorporated in Library and the College.

19. Do you find your teachers easy to understand?

Response: Yes, highly. Teachers are dedicated and very efficient in their subjects. They use lecture methods and teach in an interactive way.

Action Plan: More Faculty Development Programmes and Orientation Programmes will be arranged.

20. Do your teachers provide you with additional study material / notes and other learning inputs for clarity and understanding of the subject?

Response: Yes, 89% students were positive. Teachers provide in-class notes and quality study material, using their high skill of explanation. Most of the college students have full clarity and understanding of the subjects.

Action Plan: Lectures and notes will be made available online on Website.

21.   Have you ever approached any of your teachers for Career Guidance and Assistance?

Response: Yes, frequently. Teachers of Commerce, Computer classes, Social Sciences & Language Departments and Vocational Classes have been offering career guidance and timely advice to the students, to navigate their career in the right direction.

Action Plan: More interaction among students and teacher-counsellors will be encouraged.

22.   Is the College Office Supportive in dealing with administrative matters?

Response: Yes, satisfactory for most students. The non-teaching staff members guide about university form filling, admission form filling, Collecting University Roll Numbers or about collecting DMCs as and when sought.

Action Plan: To keep up the supportive attitude.

23. Do you make use of Suggestion Box provided in the College?

Response: Rarely. Though all the students are aware of it, yet they rarely use the facility as suggestions.

Action Plan: More and more students will be encouraged to make use of Suggestion Cell are discussed during tutorial classes, with teachers.

24.   Is the campus Eco Friendly and Green?

Response: Highly. Our college has a lush green lawn, offering a calm ambience.

Action Plan: Herbal plants will be introduced soon.

25.   What is your opinion regarding safety of girl students in the College?

Response: High. Girl students are totally safe and secure. No case ever about molestation or ragging has been heard. The Principal does her best to ensure so.

Action Plan: Information on Anti-Ragging Cell and Anti-Sexual Harassment Cell will be frequently reminded to the students in the morning assembly.

26.   How would you rate the services provided by the counseling cell on the scale of 1 to 5

Response: 4.5

Action Plan: Cell will include Placement, Academic and personal guidance also.

27. What is your view regarding waste management measures in the College?

Response: Dustbins and garbage pails are provided; 'best out of waste' policy is followed in routine.

Action Plan: More emphasis on having maximum paperless work.

ALUMNI FEEDBACK ANALYSIS REPORT AND ACTION PLAN

Session 2016-17

Feedback System:

The College has a well flourished alumni having presence in every nook and corner of the world. They are always invited to visit the college during various functions and feedback is sought from them regarding various issues. Questionnaire are sent to them and even distributed to them during various college functions. Their valuable suggestions are also welcomed by the College as they explain the requirement and relevance of their knowledge in present working scenario.

Focus Area:

1. Curricular Aspects
2. Teaching Learning & Evaluation
3. Research Innovation & Extension
4. Infrastructure & Learning Resources
5. Student Support & Progression
6. Governance, Leadership & Management
7. Institutional Values and Best Practices

Objectives:

1. To provide alumni a platform to share their views & experiences in relation to teaching- learning process and suggest improvement areas.

2. To work on the precious suggestions by ex-students as their experience in the institution can be used for the development of the institution at all levels.

3. To develop the skill of critical thinking and evaluation amongst students

4. To give alumni a sense of belongingness.

5. Continual improvement of the College Infrastructure, Staff and Supporting Services.

Phases of Student Feedback Mechanism:

1. Collection of Student Feedback
2. Interpretation & analysis of Results
3. Communication of Results to Person/In-charge/ Department Concerned
4. Communication of Results to Principal

5.   Action Plan

6.   Action Taken Report

Interpretation & Analysis of Feedback for the Session 2016-17

Sample Size: 48 alumni selected from across the streams of Commerce, Arts and computers.

Student Selection Criterion: Students are selected on the basis of Attendance and Academic record.

Feedback Q-1: Did your course facilitate your placement?

Response: 88% of alumni feel satisfied with the placement system of the college.

Action Plan: The priority to placement system would be given to achieve excellence.

Feedback Q-2: Was your curriculum in-line with I.T. Advancements?

Response: Yes

Action Plan: Teachers to be counselled to make effective and balanced blend of traditional and modern teaching tools.

Feedback Q-3: Does the course curriculum meet the industry standards/ requirements?

Response: No.

Action Plan: College curriculum designing teams pass on their suggestions to the university from time to time to inculcate industry oriented syllabus.

Feedback Q-4. How far did the personality development programmes organised during college help enhance your personality?

Response: 86% of the alumni gave positive response.

Action Plan: Although the college always works in the direction of improving the overall personality of its students still the faculty would be motivated to boost the confidence of the students.

Feedback Q-5. Do you think your stay in the College developed research aptitude in you which enhanced your placement prospects?

Response: Rarely

Action Plan: Internship practice to be planned.

Feedback Q-6. Do you still participate in Extension Activities of the college as alumni?

Response: 67% of the alumni gave positive response.

Action Plan: College keeps in touch with the alumni and also plans to honour them while recognizing their achievements in different events.

Feedback Q-7, How would you rate the infrastructural facilities during your stay in the College?

Response: Good

Action Plan: The College updates its infrastructure on regular basis to meet the demands of this era of technology.

Feedback Q-8. Were you exposed to various ICT facilities in the College?

Response: Yes.

Action Plan: College will keep trying to make no compromise when it comes to infrastructure facilities.

Feedback Q-9. Was the College Library adequately equipped for your academic support?

Response: Moderate

Action Plan: Workshop on Library to be organized.

Feedback Q-10. How do you rate the courses that you have learnt in relation to your current job?

Response: Moderate support.

Action Plan: More job oriented coursers to be added.

Feedback Q-11. Were your grievances properly handled at the College?

Response: Yes. Majority of students consider grievance handling procedure to be good.

Action Plan: Grievances should be handled promptly and quick redressal must be incorporated in to the system itself.

Feedback Q-12. Being an Alumni are you satisfied with the Annual Alumni Meet in the College?

Response: Yes.

Action Plan: Alumni Association of the college will try to organize alumni meets at more regular basis.

Feedback Q-13. Was the Placement Cell of the College effective in helping you procure a benefitting placement?

Response: No. A few alumni only expressed their satisfaction with the placement procedures of the institution.

Action Plan: In house placements to be motivated.

Feedback Q-14. How often do you visit the College as Alumni?

Response: A few times

Action Plan: The contact with alumni will be improved through the channel of social media.

Feedback Q-15. How would you rate the various safety measures taken by the College for Women safety on the scale of 1 to 5?

Response: Excellent. Round the clock CCTV Surveillance

Action Plan: Safety Measures to be enhanced.

Session 2016-17

Feedback System:

Teachers are the building blocks of an Institution. Their feedback on various aspects of the Institution is of tremendous importance. Faculty always tries for upgrading the standards of the Institution. Their suggestions and genuine feedback provides impetuous for the growth of the Institution. Every year, they are asked to fill a questionnaire which is a tool for obtaining their feedback. The questionnaire includes every aspect of the functioning of the Institution.

Focus Area:

1. Curricular Aspects
2. Teaching, Learning and Evaluation
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Objectives:

1. To provide teachers a platform to share their views & experiences in relation to teaching-learning process and suggest improvement areas.

2. To boost their morale and confidence by giving them a chance to freely interact with the administration regarding the improvement of teaching and learning environment.

3. To develop the skill of critical thinking and evaluation amongst teachers.

4. To give them the sufficient time to pursue their research work.

5. Continual improvement of the College Infrastructure, Staff and Supporting Services.

Phases of Teacher Feedback Mechanism:

1. Collection of Teacher Feedback
2. Interpretation & analysis of Results
3. Communication of Results to Principal
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5. Action Plan

6. Action Taken Report

Interpretation & Analysis Feedback for the Session 2016-17

Total Strength: 37

Sample Size: All the teachers of the college of various streams of Commerce, Arts, Computer Science and Application.

Feedback Q-1 Are you satisfied with the Course Content?

Response: Yes. The College is delivering the requisite performance and the teachers always take care of the syllabus prescribed by the university.
Action Plan: They will continue to do this in future.

Feedback Q-2 Is the college promoting research related activities for teachers?
Response: Majority of the people are keen in the work of research and college always encourages them.
Action Plan: Promotions will be offered to teachers who pursue the research work by the management, and which will encourage the teachers to pursue research further.

Feedback Q-3 Are you satisfied with the internal evaluation system at the institutional level?
Response: Yes

Action Plan: New strategies will be introduced which will make the evaluator more prompt and transparent.

Feedback Q-4 Are you satisfied with the Faculty Development Programmes organized in the College?

Response: Yes.
Action Plan: More Faculty Development Programmes' with the motto to encourage new teaching methodologies will be organised.

Feedback Q-5 Are you satisfied with the number of students allocated under each mentor?

Response: Yes.
Action Plan: The balance of student ratio is always taken into consideration and will be done in the future as well.

Feedback Q-6 Are you satisfied with the available infrastructure for teaching in the College?
Response: Yes

Action Plan: Latest facilities according to the technology era will be introduced more.

Feedback Q-7 Are the books, journals in the Library sufficient for the cognitive development of the students?

Response: Yes

Action Plan: More books for general reading which will be inspirational as well for the students will be added.

Feedback Q-8 Do you refer to Library books for preparing your lectures?

Response: 92 % of teachers visit library on the daily basis and give the reviews regarding the updating to the library committee.

Action Plan: The College will consider the reviews by teachers more regularly and the actions will be taken on the urgent basis.

Feedback Q-9: Do you regularly submit the infrastructural requirements related to your department?

Response: Majority of the people gives the feedback regarding the requirements.

Action Plan: More meetings for this purpose will be held to take care of the requirements more efficiently.

Feedback Q-10 Does the College regularly update its infrastructure as per your suggestions?

Response. Yes.

Action Plan: Latest facilities of the high quality brand will always remain the priority of the management.

Feedback Q-11 Do you include ICT facilities in your teaching methodology?

Response: Yes

Action Plan: ICT facilities will always be upgraded in order to enhance the teaching methodology

Feedback Q-12 Are tests and examination conducted well in time with proper coverage of all units in the syllabus?

Response: Yes

Action Plan: Fortnightly test system will be planned in order to facilitate the students and thus the students will be prevented from the last minute preparations.

Feedback Q-13 Are you satisfied with the Internet Facility and Research Related Sources in the Library?

Response: Moderately

Action Plan: The facility of research related sources will be better in the near future

Feedback Q-14 Are faculty related grievances / problems solved well in time?

Response: Yes

Action Plan: The direct link between the faculty and management will be established.

Feedback Q-15 Are you satisfied with Faculty Empowerment Strategies of the College?

Response: Majority of the people are satisfied.

Action Plan: More programmes to be introduced.

Feedback Q-16 Are students confident enough to share their issues with you?

Response: Yes

Action Plan: The personal and friendly relation between the teachers and students will be encouraged.

Feedback Q-17 How much of the official work do you perform without the use of paper?

Response: 72% of the official work is done online.

Action Plan: Minimal use of paper will be encouraged.

Feedback Q-18 Do you guide the students about the environment conservation?

Response: Yes.

Action Plan: Concepts like 'green and clean city' are promoted and will be continued

Feedback Q-19 Do you contribute towards making the campus plastic free?

Response 82% of teachers contribute towards making the campus plastic free.

Action Plan: The students will be encouraged to avoid plastic.

Feedback Q- 20 How do you make teaching learning process effective?

Response: Teachers constantly try to improve teaching and make them student-centric.

Action Plan: Teaching methodologies will be encouraged which will involve more practical exposure rather than just the theoretical work.

PARENT FEEDBACK ANALYSIS REPORT AND ACTION PLAN

Session 2016-17

Parent feedback is the most powerful tool to enhance the quality of an institution. Studies show that students whose parents take an active role in their education do better both academically and socially. One of the best ways to get parents involved with their wards education and future is through survey and feedback. This feedback not only helps parents contribute positively to their children's learning experience but it also can be an indicator of an institution's overall success. B.L.M Girls College is an institution where students learn to strive for excellence. Parents agree that college leaves no stone unturned in the direction of students' progress and growth.

Focus Area:

1. Curricular Aspects
2. Teaching Learning & Evaluation
3. Research, Innovation & Extension
4. , Infrastructure and Learning Resources
5. Student support & Progression
6. Governance, Leadership & Management
7. Institutional Values and Best Practices

Objectives:

1. To provide Parents an opportunity to share their views & experiences in relation to teaching-learning process and suggest improvement areas.

2. To give a chance to Parents to freely interact with the administration regarding the weaker areas of learning environment.
3. To give Parents a sense of belongingness.
4. Continual improvement of the College Infrastructure, Staff and Supporting Services.

Phases of Parents Feedback Mechanism:

1. Collection of Parents Feedback
2. Interpretation & analysis of Results
3. Communication of Results to Principal.
4. Communication of Results to Person/In-charge Department Concerned.
5. Action Plan
6. Action Taken Report

Interpretation & Analysis Teacher Feedback for the Session 2016-17

Total Strength: 749

Sample Size: 75 Parents selected from across the streams of Commerce, Arts and Computer application.(10% of total Strength)

1.   How would you rate the teaching and learning environment in the College?

    Response: Excellent

    Action Plan- Though parents are satisfied with teaching and learning environment in the college yet the college endeavors to keep adding new innovating methods of teaching.

2.   Does the College provide Value Based Education?

    Response: Yes

    Action Plan– More value based education programmes to be added.

3.   Are you satisfied with the special programs the college is organising for advance learners and slow learners?

    Response: Yes

    Action Plan- To keep up its policy for identifying and coaching advance learners and slow learners

4.   Does college organise events to directly interact with parents and handle their issues related to A. Academics, B. Examination C. Stress::

    Response: Yes

    Action Plan- Parent Teacher Meet is a regular feature of the college.

5.   Are you satisfied with the innovation and creativity incorporated in teaching learning methods of the college?

    Response: Yes

    Action Plan- Although there are innovative methods likes Moodle in teaching yet college is making efforts to introduce novel methods of teaching.

6.   Do you think Extension Activities of the College have led to more humanitarian development of your Ward?

    Response: Yes

Action Plan- To Strengthen its extension and other activities.

7. How have the Extension Activities organized in the College enhanced the personality and confidence level of your Ward? Please rate on the scale of 1 to 5

    Response: 4

    Action Plan- Our College is a reigning position in Youth Festivals. It would further strengthen its extension activities on a global platform.

8. Are you satisfied with the infrastructural facilities of the College?

    Response: Yes

    Action Plan- To introduce latest infrastructural facilities as for the course requirement

9. Do you find any problem or inconvenience when you visit the College?

    Response: No

    Action Plan- To have a front desk to specially cater to parents.

10. Are you satisfied with the performance of students' Grievance Redressal Cell?

    Response: Yes

    Action Plan- To keep up its performance in addressing grievances.

11. Do you receive SMS, Mails and Phone Calls related to your Ward's Progress in time?

    Response: Yes

    Action Plan- To enhance online nexus with stakeholders

12. Is the college office helpful in administrative matters?

    Response: Yes

    Action Plan-College is making an attempt to improve and help more in administrative matters

13. Do you regularly attend PTMs held in the College?

    Response: Yes

    Action Plan- Regular Phone calls are made to ensure that Parents come and check the growth of their ward.

14. Are you satisfied with the functioning of Sexual Harassment Cell?

    Response: Yes

Action Plan-To have regular meetings of the Cell.

15. How would you rate the hygienic environment of the College on the scale of 1 to 5?

    Response: 4

    Action Plan- Dustbins are placed everywhere and Swatchtaa mission is promoted among students

ACTION TAKEN REPORT

FEEDBACK COLLECTED

2016-17

Feedback was received from Students, Alumni, Teachers and Parents in 2016-2017 on an Annual Basis. It was analyzed as presented in the Analysis Reports. Based on the Action Plan mentioned in the analysis report pertaining to students, alumni, teachers and parents a committee was formed to execute the desired Action Plan at the earliest. The committee comprised of the Principal as the Chairperson and five senior faculty members. Based on the Action Plan, an agenda was framed and forwarded to the management. Prompt action was taken to implement the suggestions on the basis of priority. The action taken was then discussed in the board meeting comprising a Managing Committee, Principal and Staff Representatives.

Following action was taken:

- A large size computer lab was constructed on the first floor and Managing Committee was informed about the completion of the said construction.
- Regular post of Assistant professor in Computer Science was filled in.
- Extensive cleanliness drive under the new *Swachhta club* was taken up in the campus.
- Members of the Managing committee were informed about the donations received from individuals etc.
- Better participation in university youth festival was encouraged.
- Clean drinking water and better sanitation were ascertained.
- Information was sent to Managing Committee about the workshops conducted by different departments like Computer science, Social sciences, Home science etc.

- Skill Development Courses by Home Science department, Cosmetology, Fashion Designing were arranged for students so as to enhance their creativity.
- Our college Principal is designated Brand Ambassador of *Swachh Bharat* Mission of district *Shaheed Bhagat Singh Nagar*.
- Personal Interaction of teachers with their students for every kind of support.
- Split AC was added in the Administrative office.

Minutes of the Meeting of Governing Council, Board of Management for Action Plan and Action Taken on Feedback Collection from Stakeholders

Session 2016-17

1. Welcome by the Chairperson

2. Discussion on feedback received and Analysis Report

3. Introductory Remark by the Chairperson

4. Discussion of **Action Plan** Analysis

5. Discussion on Action Taken

6. Following Actions were taken:
   - A large size computer lab was constructed on the first floor and Managing Committee was informed about the completion of the said construction.
   - Regular post of Assistant professor in Computer Science was filled in.
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Management Represntative	Mr. Vinod Bhardwaj	*Vinod*
Chairperson	Mrs. Taranpreet Kaur	*Taranpreet*
Faculty representative	Mrs. Surinder Kaur	*Surinder*
	Mrs. Nivedita	*Nivedita*
	Dr. Aruna Pathak	*Arun*
	Dr. Gauri	*Gauri*
	Mrs. Suman Rajpal	
	Mr. Brahm Prakash Dahiya	
	Mr. Onkar Singh	*Onkar*

STUDENT FEEDBACK ANALYSIS REPORT AND ACTION PLAN

Session 2017-18

Feedback System:

Students are always an asset for any educational organization. Being central to conducive teaching-learning atmosphere, they are de-facto agents of growth, strength and continuous self-analysis of a College. Considering the high worth of their opinions and suggestions, B.L.M Girls College Nawanshahr framed a well-structured questionnaire ranging from Curriculum, infrastructure, teaching-learning environment, opportunities for leadership, innovation and relevance of the vision of the College. The responses obtained were critically analyzed and interpreted and their report is presented below.

Focus Area:

- Curricular Aspects
- Teaching-Learning and Evaluation
- Research, Innovations and Extension
- Infrastructure and Learning Resources
- Student Support and Progression
- Governance, Leadership and Management
- Institutional Values and Best Practices

Objectives:

1. To provide students a platform to share their opinions & perceptions in relation to Teaching-learning process and suggest improvement areas.
2. To provide the students a forum for healthy interaction with the administration regarding the weaker areas of learning environment.
3. To make the students critical thinkers.
4. To give students a sense of belongingness.

Phases of Student Feedback Mechanism:

- Collection of Student Feedback
- Interpretation & analysis of Results
- Communication of Results to Principal.
- Communication of Results to Person/In-charge/Department Concerned.
- **Action Plan**
- Action Taken Report

Interpretation & Analysis of Feedback for the Session 2017-18

Total Strength: 614

Sample Size: 61 students selected from across the streams of Commerce, Arts and Computer Application (10% of total Strength)

Student Selection Criterion: Students are selected on the basis of Attendance and Academic record.

Q. 1, How do you rate the sequence of the courses you have studied in previous semesters?

Response: Excellent. The College is offering traditional and modern courses effectively.
Action Plan: More courses to be introduced.

2. Is your curriculum relevant to IT Advancements?

Response: Yes, upto 73% it is. The students get enough exposure to IT.
Action Plan: More employment oriented programmes to be introduced.

3. Are you satisfied with the course content of your programme?

Response: Yes, upto 86%. Some of the courses are already in accordance with real life industry and employers' demands.
Action Plan: Effort is to achieve 100% course content satisfaction amongst the students.

4. Are you satisfied with the special programs organised for advance learners and slow learners in your College?

Response: Yes, 82% feels satisfy.
Action Plan: Time table to be made flexible enough to accommodate the students who are slow learners.

5. Are you satisfied with the internal evaluation process?

Response: Yes, up to 90%. However it needs to be jazzed up a bit more.
Action Plan: Keeping in mind the students' responses, the internal evaluation method will be made more comprehensive, more inclusive, more employment oriented.

6. Are you satisfied with the redressal of evaluation related grievances?

Response: Yes, 89%. The grievances are redressed quickly and timely. It could be made more efficient.
Action Plan: Grievance Redressal Cell to be strengthened.

7. Were your attendance and result record conveyed to you in time?

Response: Yes, very promptly.
Action Plan: Semester End PTMs to be encouraged.

8. Did you get proper information related to events, programs in college on notice board, and website?

Response: Excellent. The information related to events, programs in college are pasted on notice boards and website is updated regularly.
Action Plan: To keep website always updated.

9. Does your Institution promote Research Activities amongst students?

Response: No.
Action Plan: To introduce more research oriented projects.

10. Are you a Member of NSS or Green Club of the College?

Response: Yes, 68% students like to partake in NSS or other Eco-friendly drives.
Action Plan: More and more students will be encouraged to partake in the NSS and Go Green Clubs and Plantation Drives.

11 Do you actively participate in Extension Activities and do you find them to be Relevant?

Response: Yes, 84% students actively participate in Extension Activities and they find them relevant.
Action Plan: More and more students will be encouraged to partake in the Ext. Activities like visiting orphanage, and Charity & Donation Cell.

12. Are you satisfied with the infrastructural facilities in your classrooms like benches, electric lights, fans etc.?

Response: Yes, highly. Benches are comfortable, lights and fans are highly efficient, smart Boards really add quality to the academic excellence.
Action Plan: White Boards in most of the classes to be introduced.

13. Do you think there are enough books, journals, newspaper in the library concerning your subjects?

Response: Enough. Books and Magazines on varied subjects, Research related to most of the

subjects are available.

Action Plan: Facility for online reading of Journals and Magazines will be focused on to make students technically resourceful.

14. Are you satisfied with the facilities for extracurricular activities and sports?

Response: Yes, 84% students participate in the extra-curricular activities being organized. Students participate in Outdoor games also.

Action Plan: More and more students will be encouraged to partake in the extra-curricular activities and more sports activities will be organized for full physical development of the students.

15. Do you avail ICT Facilities in the College?

Response: Moderately.

Action Plan: E-Library facilities to be promoted.

16. Do you regularly visit College Library for Study purpose?

Response: Yes. On daily basis, almost 78% students do visit Library to make notes, to find books related to subjects.

Action Plan: E-resources to be increased.

17. Does the College provide Safe drinking water and sanitation facility?

Response: Yes, highly. Water coolers at different places have been provided. There are dustbins and garbage pails all around.

Action Plan: Safe Drinking Water and Sanitation Facility are a top priority with college.

18. Do you think the college updates its infrastructure at regular basis?

Response: Yes. Classes are maintained on annual basis. Labs are too upgraded. AC Labs are added to attain more comprehensive learning among students.

Action Plan: Many e-facilities will be incorporated in Library and the College.

19. Do you find your teachers easy to understand?

Response: Yes, highly. Teachers are dedicated and very efficient in their subjects. They use lecture methods and teach in an interactive way.

Action Plan: More Faculty Development Programmes and Orientation Programmes will be arranged.

20. Do your teachers provide you with additional study material / notes and other learning inputs for clarity and understanding of the subject?

Response: Yes, 90% students were positive. Teachers provide in-class notes and quality study material, using their high skill of explanation. Most of the college students have full clarity and understanding of the subjects.

Action Plan: Lectures and notes will be made available online on Website.

21. Have you ever approached any of your teachers for Career Guidance and Assistance?

Response: Yes, frequently. Teachers of Commerce, Computer classes, Social Sciences & Language Departments and Vocational Classes have been offering career guidance and timely advice to the students, to navigate their career in the right direction.

Action Plan: More interaction among students and teacher-counsellors will be encouraged.

22. Is the College Office Supportive in dealing with administrative matters?

Response: Yes, satisfactory for most students. The non-teaching staff members guide about university form filling, admission form filling, Collecting University Roll Numbers or about collecting DMCs as and when sought.

Action Plan: To keep up the supportive attitude.

23. Do you make use of Suggestion Box provided in the College?

Response: Rarely. Though all the students are aware of it, yet they rarely use the facility as suggestions.

Action Plan: More and more students will be encouraged to make use of Suggestion Cell are discussed during tutorial classes, with teachers.

24. Is the campus Eco Friendly and Green?

Response: Highly. Our college has a lush green lawn, offering a calm ambience.

Action Plan: Herbal plants will be introduced soon.

25. What is your opinion regarding safety of girl students in the College?

Response: High. Girl students are totally safe and secure. No case ever about molestation or ragging has been heard. The Principal does her best to ensure so.

Action Plan: Information on Anti-Ragging Cell and Anti-Sexual Harassment Cell will be frequently reminded to the students in the morning assembly.

26. How would you rate the services provided by the counseling cell on the scale of 1 to 5

Response: 4

Action Plan: Cell will include Placement, Academic and personal guidance also.

27. What is your view regarding waste management measures in the College?

Response: Dustbins and garbage pails are provided; 'best out of waste' policy is followed in routine.

Action Plan: More emphasis on having maximum paperless work.

28. How would you rate the transparency of the admission process on the scale of 1 to 5

Response: 4.4

Action Plan: Students will be educated about the value of transparency in the admission process so that none feels a fear of unfair deal.

29. What is your overall opinion about the Institution?

Response: Top in the area.

Action Plan: To work towards achieving better infrastructure for the Institution.

30. Any change or improvement you would like to see in your Institution?

Response: Online teaching learning facility, more sports activities and more parking space should be set up.

Action Plan: To add more online learning resources.

Session 2017-18

Feedback System:

The College has a well flourished alumni having presence in every nook and corner of the world. They are always invited to visit the college during various functions and feedback is sought from them regarding various issues. Questionnaire are sent to them and even distributed to them during various college functions. Their valuable suggestions are also welcomed by the College as they explain the requirement and relevance of their knowledge in present working scenario.

Focus Area:

1. Curricular Aspects

2. Teaching Learning & Evaluation

3. Research Innovation & Extension

4. Infrastructure & Learning Resources

5. Student Support & Progression

6. Governance, Leadership & Management

7. Institutional Values and Best Practices

Objectives:

1. To provide alumni a platform to share their views & experiences in relation to teaching- learning process and suggest improvement areas.

2. To work on the precious suggestions by ex-students as their experience in the institution can be used for the development of the institution at all levels.

3. To develop the skill of critical thinking and evaluation amongst students

4. To give alumni a sense of belongingness.

5. Continual improvement of the College Infrastructure, Staff and Supporting Services.

Phases of Student Feedback Mechanism:

1. Collection of Student Feedback

2. Interpretation & analysis of Results

3. Communication of Results to Person/In-charge/ Department Concerned

4. Communication of Results to Principal

5. Action Plan

6. Action Taken Report

Interpretation & Analysis of Feedback for the Session 2017-18

Sample Size: 52 alumni selected from across the streams of Commerce, Arts and computers.

Student Selection Criterion: Students are selected on the basis of Attendance and Academic record.

Feedback Q-1: Did your course facilitate your placement?

Response: 86% of alumni feel satisfied with the placement system of the college.
Action Plan: The priority to placement system would be given to achieve excellence.

Feedback Q-2: Was your curriculum in-line with I.T. Advancements?
Response: Yes
Action Plan: Teachers to be counselled to make effective and balanced blend of traditional and modern teaching tools.

Feedback Q-3: Does the course curriculum meet the industry standards/ requirements?

Response: No.
Action Plan: College curriculum designing teams pass on their suggestions to the university from time to time to inculcate industry oriented syllabus.

Feedback Q-4. How far did the personality development programmes organised during college help enhance your personality?

Response: 87% of the alumni gave positive response.
Action Plan: Although the college always works in the direction of improving the overall personality of its students still the faculty would be motivated to boost the confidence of the students.

Feedback Q-5. Do you think your stay in the College developed research aptitude in you which enhanced your placement prospects?

Response: Rarely
Action Plan: Internship practice to be planned.

Feedback Q-6. Do you still participate in Extension Activities of the college as alumni?
Response: 68% of the alumni gave positive response.

Action Plan: College keeps in touch with the alumni and also plans to honour them while recognizing their achievements in different events.

Feedback Q-7, How would you rate the infrastructural facilities during your stay in the College?

Response: Good

Action Plan: The College updates its infrastructure on regular basis to meet the demands of this era of technology.

Feedback Q-8. Were you exposed to various ICT facilities in the College?

Response: Yes.

Action Plan: College will keep trying to make no compromise when it comes to infrastructure facilities.

Feedback Q-9. Was the College Library adequately equipped for your academic support?

Response: Moderate

Action Plan: Workshop on Library to be organized.

Feedback Q-10. How do you rate the courses that you have learnt in relation to your current job?

Response: Moderate support.

Action Plan: More job oriented coursers to be added.

Feedback Q-11. Were your grievances properly handled at the College?

Response: Yes. Majority of students consider grievance handling procedure to be good.

Action Plan: Grievances should be handled promptly and quick redressal must be incorporated in to the system itself.

Feedback Q-12. Being an Alumni are you satisfied with the Annual Alumni Meet in the College?

Response: Yes.

Action Plan: Alumni Association of the college will try to organize alumni meets at more regular basis.

Feedback Q-13. Was the Placement Cell of the College effective in helping you procure a benefitting placement?

Response: No. A few alumni only expressed their satisfaction with the placement procedures of the institution.

Action Plan: In house placements to be motivated.

Feedback Q-14. How often do you visit the College as Alumni?

Response: A few times

Action Plan: The contact with alumni will be improved through the channel of social media.

Feedback Q-15. How would you rate the various safety measures taken by the College for Women safety on the scale of 1 to 5?

Response: Excellent. Round the clock CCTV Surveillance

Action Plan: Safety Measures to be enhanced.

Feedback Q-16. Were you given enough opportunity to showcase your talent in the College?

Response: 92% responded in the positive.

Action Plan: Various departments organize diversified activities for the students which help in exhibiting their talents.

Feedback Q-17. Do you wish to strengthen the Alumni unit of the College?

Response: The **Response** was in positivity.

Action Plan: Strengthening the alumni is the main priority.

Feedback Q-18. Were you satisfied with the waste management system of the College?

Response: Yes

Action Plan: Plan to enhance waste management.

Feedback Q-19. Do you notice any reforms in the College since you passed?

Response: 94% of the students feel college has evolved tremendously in infrastructure and in quality.

Action Plan: The institution always works in the direction of implementing new strategies and systems to meet the demands of modem era.

Feedback Q-20. Any suggestions for strengthening the Alumni network of your college

Response: Moderate.

Action Plan: College will try to involve alumni in more activities.

TEACHER FEEDBACK ANALYSIS REPORT AND ACTION PLAN

Session 2017-18

Feedback System:

Teachers are the building blocks of an Institution. Their feedback on various aspects of the Institution is of tremendous importance. Faculty always tries for upgrading the standards of the Institution. Their suggestions and genuine feedback provides impetuous for the growth of the Institution. Every year, they are asked to fill a questionnaire which is a tool for obtaining their feedback. The questionnaire includes every aspect of the functioning of the Institution.

Focus Area:

1. Curricular Aspects
2. Teaching, Learning and Evaluation
3. Research, Innovation and Extension
4. Infrastructure and Learning Resources
5. Student Support and Progressive
6. Governance, Leadership and Management
7. Institutional Values and Best Practices

Objectives:

1. To provide teachers a platform to share their views & experiences in relation to teaching- learning process and suggest improvement areas.

2. To boost their morale and confidence by giving them a chance to freely interact with the administration regarding the improvement of teaching and learning environment.

3. To develop the skill of critical thinking and evaluation amongst teachers.

4. To give them the sufficient time to pursue their research work.

5. Continual improvement of the College Infrastructure, Staff and Supporting Services.

Phases of Teacher Feedback Mechanism:

1. Collection of Teacher Feedback
2. Interpretation & analysis of Results
3. Communication of Results to Principal
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5. Action Plan

6. Action Taken Report

Interpretation & Analysis Feedback for the Session 2017-18

Total Strength: 34

Sample Size: All the teachers of the college of various streams of Commerce, Arts, Computer Science and Application.

Feedback Q-1 Are you satisfied with the Course Content?

Response: Yes. The College is delivering the requisite performance and the teachers always take care of the syllabus prescribed by the university.

Action Plan: They will continue to do this in future.

Feedback Q-2 Is the college promoting research related activities for teachers?

Response: Majority of the people are keen in the work of research and college always encourages them.

Action Plan: Promotions will be offered to teachers who pursue the research work by the management, and which will encourage the teachers to pursue research further.

Feedback Q-3 Are you satisfied with the internal evaluation system at the institutional level?

Response: Yes

Action Plan: New strategies will be introduced which will make the evaluator more prompt and transparent.

Feedback Q-4 Are you satisfied with the Faculty Development Programmes organized in the College?

Response: Yes.

Action Plan: More Faculty Development Programmes' with the motto to encourage new teaching methodologies will be organised.

Feedback Q-5 Are you satisfied with the number of students allocated under each mentor? **Response**: Yes.

Action Plan: The balance of student ratio is always taken into consideration and will be done in the future as well.

Feedback Q-6 Are you satisfied with the available infrastructure for teaching in the College?

Response: Yes

Action Plan: Latest facilities according to the technology era will be introduced more.

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the students?

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Response. Yes.

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Session 2017-18

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4. Continual improvement of the College Infrastructure, Staff and Supporting Services.

Phases of Parents Feedback Mechanism:

1. Collection of Parents Feedback
2. Interpretation & analysis of Results
3. Communication of Results to Principal.
4. Communication of Results to Person/In-charge Department Concerned.
5. Action Plan
6. Action Taken Report

Interpretation & Analysis Teacher Feedback for the Session 2017-18

Total Strength: 749

Sample Size: 75 Parents selected from across the streams of Commerce, Arts and Computer application.(10% of total Strength)

1. How would you rate the teaching and learning environment in the

   College? **Response**: Excellent

   Action Plan- Though parents are satisfied with teaching and learning environment in the college yet the college endeavors to keep adding new innovating methods of teaching.

2. Does the College provide Value Based

   Education? **Response**: Yes

   Action Plan More value based education programmes to be added.

3. Are you satisfied with the special programs the college is organising for advance learners and slow learners?

   Response: Yes

   Action Plan- To keep up its policy for identifying and coaching advance learners and slow learners

4. Does college organise events to directly interact with parents and handle their issues related to A. Academics, B. Examination C. Stress::

   Response: Yes

   Action Plan- Parent Teacher Meet is a regular feature of the college.

5. Are you satisfied with the innovation and creativity incorporated in teaching learning methods of the college?

Response: Yes

Action Plan- Although there are innovative methods likes Moodle in teaching yet college is making efforts to introduce novel methods of teaching.

6. Do you think Extension Activities of the College have led to more humanitarian development of your Ward?

   Response: Yes

   Action Plan- To Strengthen its extension and other activities.

7. How have the Extension Activities organized in the College enhanced the personality and confidence level of your Ward? Please rate on the scale of 1 to 5

   Response: 4

   Action Plan- Our College is a reigning position in Youth Festivals. It would further strengthen its extension activities on a global platform.

8. Are you satisfied with the infrastructural facilities of the College?

   Response: Yes

   Action Plan- To introduce latest infrastructural facilities as for the course requirement

9. Do you find any problem or inconvenience when you visit the College?

   Response: No

   Action Plan- To have a front desk to specially cater to parents.

10. Are you satisfied with the performance of students' Grievance Redressal Cell?

    Response: Yes

    Action Plan- To keep up its performance in addressing grievances.

11. Do you receive SMS, Mails and Phone Calls related to your Ward's Progress in time?

    Response: Yes

    Action Plan- To enhance online nexus with stakeholders

12. Is the college office helpful in administrative matters? **Response**: Yes

    Action Plan-College is making an attempt to improve and help more in

administrative matters

13. Do you regularly attend PTMs held in the College?

    Response: Yes

    Action Plan- Regular Phone calls are made to ensure that Parents come and check the growth of their ward.

14. Are you satisfied with the functioning of Sexual

    Harassment Cell? **Response**: Yes

    Action Plan-To have regular meetings of the Cell.

15. How would you rate the hygienic environment of the College on the scale of 1 to 5?

    Response: 4

    Action Plan- Dustbins are placed everywhere and Swatchtaa mission is promoted among students

16. Are you satisfied with the details provided on the College website?

    Response: Yes

    Action Plan- College has a website which provides complete information about the courses and new vocational courses. The college plans to update its website with latest software.

17. Do you get information in advance regarding fee or any other charges?

    Response: Yes

    Action Plan- The information about fee structure and other charges as provided well in advance.

18. Any suggestion you would like to share for enhancing the quality standards of the Institution.

    Response & **Action Plan**- 91% was satisfied with standards of the institution. They shared that the institution has instilled tremendous confidence and capability in their wards and we ensure to keep the process going.

ACTION TAKEN REPORT

FEEDBACK COLLECTED

2017-18

Feedback was received from Students, Alumni, Teachers and Parents in 2017-2018 on an Annual Basis. It was analyzed as presented in the Analysis Reports. Based on the Action Plan mentioned in the analysis report pertaining to students, alumni, teachers and parents a committee was formed to execute the desired Action Plan at the earliest. The committee comprised of the Principal as the Chairperson and five senior faculty members. Based on the Action Plan, an agenda was framed and forwarded to the management. Prompt action was taken to implement the suggestions on the basis of priority. The action taken was then discussed in the board meeting comprising a managing committee, Principal and Staff Representatives.

Following action was taken:

- Seven new toilets for girls were constructed.
- Rallies were organized against female foeticide, drug abuse and for cleanliness drive in the city and surrounding areas.
- Work on cleanliness drive under 'Ghar Se Shuruat' was rigorously taken up by BLM fraternity.
- Varied courses on music and meditation, Photoshop, glass painting, catering to different tastes of students were taken up.
- Academically we are growing. Managing Committee was informed that our college student secured 1st position in the University examination of B.A. I and eight more students were placed in the University merit list.
- Latest sound system worth Rs. 129000/- was added to the auditorium.
- Lectures to motivate students for higher education were delivered.
- Books worth Rs. 84707/- in the subject of Hindi, English, Punjabi, Political Science, History, Music, Sociology, Cosmetology, Home Science, Computer Science, Economics and Commerce etc. were purchased to enrich College Library.
- Our college teams in university youth festivals got top positions in Rangoli, Music Instrumental, Poetical recitation, poster making and Gazal singing.
- 15 computers were purchased for PG computer lab to upgrade the computer department.
- In sports, chess team was sent to the University intercollege competition and it secured top position.
- Underground pits for compost making from wet waste material were dug up and compost making unit was started.

Minutes of the Meeting of Governing Council, Board of Management for Action Plan and Action Taken on Feedback Collection from Stakeholders

Session 2017-18

1. Welcome by the Chairperson
2. Discussion on feedback received and Analysis Report
3. Introductory Remark by the Chairperson
4. Discussion of Action Plan Analysis
5. Discussion on Action Taken
6. Following Actions were taken:
   - Seven new toilets for girls were constructed.
   - Rallies were organized against female foeticide, drug abuse and for cleanliness drive in the city and surrounding areas.
   - Work on cleanliness drive under 'Ghar Se Shuruat' was rigorously taken up by BLM fraternity.
   - Varied courses on music and meditation, Photoshop, glass painting, catering to different tastes of students were taken up.
   - Academically we are growing. Managing Committee was informed that our college student secured 1st position in the University examination of B.A. I and eight more students were placed in the University merit list.
   - Latest sound system worth Rs. 129000/- was added to the auditorium.
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   - Books worth Rs. 84707/- in the subject of Hindi, English, Punjabi, Political Science, History, Music, Sociology, Cosmetology, Home Science, Computer Science, Economics and Commerce etc. were purchased to enrich College Library.
   - Our college teams in university youth festivals got top positions in Rangoli, Music Instrumental, Poetical recitation, poster making and Gazal singing.
   - 15 computers were purchased for PG computer lab to upgrade the computer department.
   - In sports, chess team was sent to the University intercollege competition and it secured top position.
   - Underground pits for compost making from wet waste material were dug up and compost making unit was started.

7. **Vote of Thanks by Principal**

Management Represntative	Mr. Vinod Bhardwaj	Vinod
Chairperson	Mrs. Taranpreet Kaur	Taranpreet
Faculty representative	Mrs. Surinder Kaur Mrs. Nivedita Dr. Aruna Pathak Dr. Gauri Mrs. Suman Rajpal Mr. Brahm Prakash Dahiya Mr. Onkar Singh	Nivedita

STUDENT FEEDBACK ANALYSIS REPORT AND ACTION PLAN

Session 2018-19

Feedback System:

Students are always an asset for any educational organization. Being central to conducive teaching-learning atmosphere, they are de-facto agents of growth, strength and continuous self-analysis of a College. Considering the high worth of their opinions and suggestions, B.L.M Girls College Nawanshahr framed a well-structured questionnaire ranging from Curriculum, infrastructure, teaching-learning environment, opportunities for leadership, innovation and relevance of the vision of the College. The responses obtained were critically analyzed and interpreted and their report is presented below.

Focus Area:

- Curricular Aspects
- Teaching-Learning and Evaluation
- Research, Innovations and Extension
- Infrastructure and Learning Resources
- Student Support and Progression
- Governance, Leadership and Management
- Institutional Values and Best Practices

Objectives:

1. To provide students a platform to share their opinions & perceptions in relation to Teaching-learning process and suggest improvement areas.
2. To provide the students a forum for healthy interaction with the administration regarding the weaker areas of learning environment.
3. To make the students critical thinkers.
4. To give students a sense of belongingness.

Phases of Student Feedback Mechanism:

- Collection of Student Feedback
- Interpretation & analysis of Results
- Communication of Results to Principal.
- Communication of Results to Person/In-charge/Department Concerned.
- Action Plan
- Action Taken Report

Total Strength: 604

Sample Size: 60 students selected from across the streams of Commerce, Arts and Computer Application (10% of total Strength)

Student Selection Criterion: Students are selected on the basis of Attendance and Academic record.

Q. 1, How do you rate the sequence of the courses you have studied in previous semesters?

Response: Excellent. The College is offering traditional and modern courses effectively.
Action Plan: More courses to be introduced.

2. Is your curriculum relevant to IT Advancements?

Response: Yes, upto 70% it is. The students get enough exposure to IT.
Action Plan: More employment oriented programmes to be introduced.

3. Are you satisfied with the course content of your programme?

Response: Yes, upto 84%. Some of the courses are already in accordance with real life industry and employers' demands.
Action Plan: Effort is to achieve 100% course content satisfaction amongst the students.

4. Are you satisfied with the special programs organised for advance learners and slow learners in your College?

Response: Yes, 84% feels satisfy.
Action Plan: Time table to be made flexible enough to accommodate the students who are slow learners.

5. Are you satisfied with the internal evaluation process?

Response: Yes, up to 87%. However it needs to be jazzed up a bit more.
Action Plan: Keeping in mind the students' responses, the internal evaluation method will be made more comprehensive, more inclusive, more employment oriented.

6. Are you satisfied with the redressal of evaluation related grievances?

Response: Yes, 86%. The grievances are redressed quickly and timely. It could be made more efficient.
Action Plan: Grievance Redressal Cell to be strengthened.

7. Were your attendance and result record conveyed to you in time?

Response: Yes, very promptly.
Action Plan: Semester End PTMs to be encouraged.

8. Did you get proper information related to events, programs in college on notice board, and website?

Response: Excellent. The information related to events, programs in college are pasted on notice boards and website is updated regularly.
Action Plan: To keep website always updated.

9. Does your Institution promote Research Activities amongst students?

Response: No.
Action Plan: To introduce more research oriented projects.

10. Are you a Member of NSS or Green Club of the College?

Response: Yes, 67% students like to partake in NSS or other Eco-friendly drives.
Action Plan: More and more students will be encouraged to partake in the NSS and Go Green Clubs and Plantation Drives.

11 Do you actively participate in Extension Activities and do you find them to be Relevant?

Response: Yes, 81% students actively participate in Extension Activities and they find them relevant.
Action Plan: More and more students will be encouraged to partake in the Ext. Activities like visiting orphanage, and Charity & Donation Cell.

12. Are you satisfied with the infrastructural facilities in your classrooms like benches, electric lights, fans etc.?

Response: Yes, highly. Benches are comfortable, lights and fans are highly efficient, smart Boards really add quality to the academic excellence.
Action Plan: White Boards in most of the classes to be introduced.

13. Do you think there are enough books, journals, newspaper in the library concerning your subjects?

Response: Enough. Books and Magazines on varied subjects, Research related to most of the

subjects are available.

Action Plan: Facility for online reading of Journals and Magazines will be focused on to make students technically resourceful.

14. Are you satisfied with the facilities for extracurricular activities and sports?

Response: Yes, 80% students participate in the extra-curricular activities being organized. Students participate in Outdoor games also.

Action Plan: More and more students will be encouraged to partake in the extra-curricular activities and more sports activities will be organized for full physical development of the students.

15. Do you avail ICT Facilities in the College?

Response: Moderately.

Action Plan: E-Library facilities to be promoted.

16. Do you regularly visit College Library for Study purpose?

Response: Yes. On daily basis, almost 75% students do visit Library to make notes, to find books related to subjects.

Action Plan: E-resources to be increased.

17. Does the College provide Safe drinking water and sanitation facility?

Response: Yes, highly. Water coolers at different places have been provided. There are dustbins and garbage pails all around.

Action Plan: Safe Drinking Water and Sanitation Facility are a top priority with college.

18. Do you think the college updates its infrastructure at regular basis?

Response: Yes. Classes are maintained on annual basis. Labs are too upgraded. AC Labs are added to attain more comprehensive learning among students.

Action Plan: Many e-facilities will be incorporated in Library and the College.

19. Do you find your teachers easy to understand?

Response: Yes, highly. Teachers are dedicated and very efficient in their subjects. They use lecture methods and teach in an interactive way.

Action Plan: More Faculty Development Programmes and Orientation Programmes will be arranged.

20. Do your teachers provide you with additional study material / notes and other learning inputs for clarity and understanding of the subject?

Response: Yes, 88% students were positive. Teachers provide in-class notes and quality study material, using their high skill of explanation. Most of the college students have full clarity and understanding of the subjects.

Action Plan: Lectures and notes will be made available online on Website.

21. Have you ever approached any of your teachers for Career Guidance and Assistance?

Response: Yes, frequently. Teachers of Commerce, Computer classes, Social Sciences & Language Departments and Vocational Classes have been offering career guidance and timely advice to the students, to navigate their career in the right direction.

Action Plan: More interaction among students and teacher-counsellors will be encouraged.

22. Is the College Office Supportive in dealing with administrative matters?

Response: Yes, satisfactory for most students. The non-teaching staff members guide about university form filling, admission form filling, Collecting University Roll Numbers or about collecting DMCs as and when sought.

Action Plan: To keep up the supportive attitude.

23. Do you make use of Suggestion Box provided in the College?

Response: Rarely. Though all the students are aware of it, yet they rarely use the facility as suggestions.

Action Plan: More and more students will be encouraged to make use of Suggestion Cell are discussed during tutorial classes, with teachers.

24. Is the campus Eco Friendly and Green?

Response: Highly. Our college has a lush green lawn, offering a calm ambience.

Action Plan: Herbal plants will be introduced soon.

25. What is your opinion regarding safety of girl students in the College?

Response: High. Girl students are totally safe and secure. No case ever about molestation or ragging has been heard. The Principal does her best to ensure so.

Action Plan: Information on Anti-Ragging Cell and Anti-Sexual Harassment Cell will be frequently reminded to the students in the morning assembly.

26. How would you rate the services provided by the counseling cell on the scale of 1 to 5

Response: 4

Action Plan: Cell will include Placement, Academic and personal guidance also.

27. What is your view regarding waste management measures in the College?

Response: Dustbins and garbage pails are provided; 'best out of waste' policy is followed in routine.

Action Plan: More emphasis on having maximum paperless work.

28.   How would you rate the transparency of the admission process on the scale of 1 to 5

Response: 4.5

Action Plan: Students will be educated about the value of transparency in the admission process so that none feels a fear of unfair deal.

29.   What is your overall opinion about the Institution?

Response: Top in the area.

Action Plan: To work towards achieving better infrastructure for the Institution.

30.   Any change or improvement you would like to see in your Institution?

Response: Online teaching learning facility, more sports activities and more parking space should be set up.

Action Plan: To add more online learning resources.

ALUMNI FEEDBACK ANALYSIS REPORT AND ACTION PLAN

Session 2018-19

Feedback System:

The College has a well flourished alumni having presence in every nook and corner of the world. They are always invited to visit the college during various functions and feedback is sought from them regarding various issues. Questionnaire are sent to them and even distributed to them during various college functions. Their valuable suggestions are also welcomed by the College as they explain the requirement and relevance of their knowledge in present working scenario.

Focus Area:

1. Curricular Aspects
2. Teaching Learning & Evaluation
3. Research Innovation & Extension
4. Infrastructure & Learning Resources
5. Student Support & Progression
6. Governance, Leadership & Management
7. Institutional Values and Best Practices

Objectives:

1. To provide alumni a platform to share their views & experiences in relation to teaching- learning process and suggest improvement areas.

2. To work on the precious suggestions by ex-students as their experience in the institution can be used for the development of the institution at all levels.

3. To develop the skill of critical thinking and evaluation amongst students

4.   To give alumni a sense of belongingness.

5. Continual improvement of the College Infrastructure, Staff and Supporting Services.

Phases of Student Feedback Mechanism:

1. Collection of Student Feedback
2. Interpretation & analysis of Results
3. Communication of Results to Person/In-charge/ Department Concerned
4. Communication of Results to Principal

5.   Action Plan

6.   Action Taken Report

Interpretation & Analysis of Feedback for the Session 2018-19

Sample Size: 50 alumni selected from across the streams of Commerce, Arts and computers.

Student Selection Criterion: Students are selected on the basis of Attendance and Academic record.

Feedback Q-1: Did your course facilitate your placement?

Response: 80% of alumni feel satisfied with the placement system of the college.

Action Plan: The priority to placement system would be given to achieve excellence.

Feedback Q-2: Was your curriculum in-line with I.T. Advancements?

Response: Yes

Action Plan: Teachers to be counselled to make effective and balanced blend of traditional and modern teaching tools.

Feedback Q-3: Does the course curriculum meet the industry standards/ requirements?

Response: No.

Action Plan: College curriculum designing teams pass on their suggestions to the university from time to time to inculcate industry oriented syllabus.

Feedback Q-4. How far did the personality development programmes organised during college help enhance your personality?

Response: 84% of the alumni gave positive response.

Action Plan: Although the college always works in the direction of improving the overall personality of its students still the faculty would be motivated to boost the confidence of the students.

Feedback Q-5. Do you think your stay in the College developed research aptitude in you which enhanced your placement prospects?

Response: Rarely

Action Plan: Internship practice to be planned.

Feedback Q-6. Do you still participate in Extension Activities of the college as alumni?

Response: 63% of the alumni gave positive response.

Action Plan: College keeps in touch with the alumni and also plans to honour them while recognizing their achievements in different events.

Feedback Q-7, How would you rate the infrastructural facilities during your stay in the College?

Response: Good

Action Plan: The College updates its infrastructure on regular basis to meet the demands of this era of technology.

Feedback Q-8. Were you exposed to various ICT facilities in the College?

Response: Yes.

Action Plan: College will keep trying to make no compromise when it comes to infrastructure facilities.

Feedback Q-9. Was the College Library adequately equipped for your academic support?

Response: Moderate

Action Plan: Workshop on Library to be organized.

Feedback Q-10. How do you rate the courses that you have learnt in relation to your current job?

Response: Moderate support.

Action Plan: More job oriented coursers to be added.

Feedback Q-11. Were your grievances properly handled at the College?

Response: Yes. Majority of students consider grievance handling procedure to be good.

Action Plan: Grievances should be handled promptly and quick redressal must be incorporated in to the system itself.

Feedback Q-12. Being an Alumni are you satisfied with the Annual Alumni Meet in the College?

Response: Yes.

Action Plan: Alumni Association of the college will try to organize alumni meets at more regular basis.

Feedback Q-13. Was the Placement Cell of the College effective in helping you procure a benefitting placement?

Response: No. A few alumni only expressed their satisfaction with the placement procedures of the institution.

Action Plan: In house placements to be motivated.

Feedback Q-14. How often do you visit the College as Alumni?

Response: A few times

Action Plan: The contact with alumni will be improved through the channel of social media.

Feedback Q-15. How would you rate the various safety measures taken by the College for Women safety on the scale of 1 to 5?

Response: Excellent. Round the clock CCTV Surveillance

Action Plan: Safety Measures to be enhanced.

Feedback Q-16. Were you given enough opportunity to showcase your talent in the College?

Response: 93% responded in the positive.

Action Plan: Various departments organize diversified activities for the students which help in exhibiting their talents.

Feedback Q-17. Do you wish to strengthen the Alumni unit of the College?

Response: The **Response** was in positivity.

Action Plan: Strengthening the alumni is the main priority.

Feedback Q-18. Were you satisfied with the waste management system of the College?

Response: Yes

Action Plan: Plan to enhance waste management.

Feedback Q-19. Do you notice any reforms in the College since you passed?

Response: 95% of the students feel college has evolved tremendously in infrastructure and in quality.

Action Plan: The institution always works in the direction of implementing new strategies and systems to meet the demands of modem era.

Feedback Q-20. Any suggestions for strengthening the Alumni network of your college

Response: Moderate.

Action Plan: College will try to involve alumni in more activities.

TEACHER FEEDBACK ANALYSIS REPORT AND ACTION PLAN

Session 2018-19

Feedback System:

Teachers are the building blocks of an Institution. Their feedback on various aspects of the Institution is of tremendous importance. Faculty always tries for upgrading the standards of the Institution. Their suggestions and genuine feedback provides impetuous for the growth of the Institution. Every year, they are asked to fill a questionnaire which is a tool for obtaining their feedback. The questionnaire includes every aspect of the functioning of the Institution.

Focus Area:

1. Curricular Aspects
2. Teaching, Learning and Evaluation
3. Research, Innovation and Extension
4. Infrastructure and Learning Resources
5. Student Support and Progressive
6. Governance, Leadership and Management
7. Institutional Values and Best Practices

Objectives:

1. To provide teachers a platform to share their views & experiences in relation to teaching-learning process and suggest improvement areas.

2. To boost their morale and confidence by giving them a chance to freely interact with the administration regarding the improvement of teaching and learning environment.

3. To develop the skill of critical thinking and evaluation amongst teachers.

4. To give them the sufficient time to pursue their research work.

5. Continual improvement of the College Infrastructure, Staff and Supporting Services.

Phases of Teacher Feedback Mechanism:

1. Collection of Teacher Feedback
2. Interpretation & analysis of Results
3. Communication of Results to Principal
4. Communication of Results to Person/In-charge/Department Concerned
5. Action Plan

6. Action Taken Report

Interpretation & Analysis Feedback for the Session 2018-19

Total Strength: 37

Sample Size: All the teachers of the college of various streams of Commerce, Arts, Computer Science and Application.

Feedback Q-1 Are you satisfied with the Course Content?

Response: Yes. The College is delivering the requisite performance and the teachers always take care of the syllabus prescribed by the university.
Action Plan: They will continue to do this in future.

Feedback Q-2 Is the college promoting research related activities for teachers?
Response: Majority of the people are keen in the work of research and college always encourages them.
Action Plan: Promotions will be offered to teachers who pursue the research work by the management, and which will encourage the teachers to pursue research further.

Feedback Q-3 Are you satisfied with the internal evaluation system at the institutional level?
Response: Yes

Action Plan: New strategies will be introduced which will make the evaluator more prompt and transparent.

Feedback Q-4 Are you satisfied with the Faculty Development Programmes organized in the College?

Response: Yes.
Action Plan: More Faculty Development Programmes' with the motto to encourage new teaching methodologies will be organised.

Feedback Q-5 Are you satisfied with the number of students allocated under each mentor?

Response: Yes.
Action Plan: The balance of student ratio is always taken into consideration and will be done in the future as well.

Feedback Q-6 Are you satisfied with the available infrastructure for teaching in the College?
Response: Yes

Action Plan: Latest facilities according to the technology era will be introduced more.

Feedback Q-7 Are the books, journals in the Library sufficient for the cognitive development of the students?

Response: Yes

Action Plan: More books for general reading which will be inspirational as well for the students will be added.

Feedback Q-8 Do you refer to Library books for preparing your lectures?

Response: 92 % of teachers visit library on the daily basis and give the reviews regarding the updating to the library committee.

Action Plan: The College will consider the reviews by teachers more regularly and the actions will be taken on the urgent basis.

Feedback Q-9: Do you regularly submit the infrastructural requirements related to your department?

Response: Majority of the people gives the feedback regarding the requirements.

Action Plan: More meetings for this purpose will be held to take care of the requirements more efficiently.

Feedback Q-10 Does the College regularly update its infrastructure as per your suggestions?

Response. Yes.

Action Plan: Latest facilities of the high quality brand will always remain the priority of the management.

Feedback Q-11 Do you include ICT facilities in your teaching methodology?

Response: Yes

Action Plan: ICT facilities will always be upgraded in order to enhance the teaching methodology

Feedback Q-12 Are tests and examination conducted well in time with proper coverage of all units in the syllabus?

Response: Yes

Action Plan: Fortnightly test system will be planned in order to facilitate the students and thus the students will be prevented from the last minute preparations.

Feedback Q-13 Are you satisfied with the Internet Facility and Research Related Sources in the Library?

Response: Moderately

Action Plan: The facility of research related sources will be better in the near future

Feedback Q-14 Are faculty related grievances / problems solved well in time?

Response: Yes

Action Plan: The direct link between the faculty and management will be established.

Feedback Q-15 Are you satisfied with Faculty Empowerment Strategies of the College?

Response: Majority of the people are satisfied.

Action Plan: More programmes to be introduced.

Feedback Q-16 Are students confident enough to share their issues with you?

Response: Yes

Action Plan: The personal and friendly relation between the teachers and students will be encouraged.

Feedback Q-17 How much of the official work do you perform without the use of paper?

Response: 72% of the official work is done online.

Action Plan: Minimal use of paper will be encouraged.

Feedback Q-18 Do you guide the students about the environment conservation?

Response: Yes.

Action Plan: Concepts like 'green and clean city' are promoted and will be continued

Feedback Q-19 Do you contribute towards making the campus plastic free?

Response 82% of teachers contribute towards making the campus plastic free.

Action Plan: The students will be encouraged to avoid plastic.

Feedback Q- 20 How do you make teaching learning process effective?

Response: Teachers constantly try to improve teaching and make them student-centric.

Action Plan: Teaching methodologies will be encouraged which will involve more practical exposure rather than just the theoretical work.

PARENT FEEDBACK ANALYSIS REPORT AND ACTION PLAN

Session 2018-19

Parent feedback is the most powerful tool to enhance the quality of an institution. Studies show that students whose parents take an active role in their education do better both academically and socially. One of the best ways to get parents involved with their wards education and future is through survey and feedback. This feedback not only helps parents contribute positively to their children's learning experience but it also can be an indicator of an institution's overall success. B.L.M Girls College is an institution where students learn to strive for excellence. Parents agree that college leaves no stone unturned in the direction of students' progress and growth.

Focus Area:

1. Curricular Aspects
2. Teaching Learning & Evaluation
3. Research, Innovation & Extension
4. , Infrastructure and Learning Resources
5. Student support & Progression
6. Governance, Leadership & Management
7. Institutional Values and Best Practices

Objectives:

1. To provide Parents an opportunity to share their views & experiences in relation to teaching-learning process and suggest improvement areas.

2. To give a chance to Parents to freely interact with the administration regarding the weaker areas of learning environment.
3. To give Parents a sense of belongingness.
4. Continual improvement of the College Infrastructure, Staff and Supporting Services.

Phases of Parents Feedback Mechanism:

1. Collection of Parents Feedback
2. Interpretation & analysis of Results
3. Communication of Results to Principal.
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5. Action Plan
6. Action Taken Report

Interpretation & Analysis Teacher Feedback for the Session 2018-19

Total Strength: 749

Sample Size: 75 Parents selected from across the streams of Commerce, Arts and Computer application.(10% of total Strength)

1. How would you rate the teaching and learning environment in the College?

   Response: Excellent

   Action Plan- Though parents are satisfied with teaching and learning environment in the college yet the college endeavors to keep adding new innovating methods of teaching.

2. Does the College provide Value Based Education?

   Response: Yes

   Action Plan– More value based education programmes to be added.

3. Are you satisfied with the special programs the college is organising for advance learners and slow learners?

   Response: Yes

   Action Plan- To keep up its policy for identifying and coaching advance learners and slow learners

4. Does college organise events to directly interact with parents and handle their issues related to A. Academics, B. Examination C. Stress::

   Response: Yes

   Action Plan- Parent Teacher Meet is a regular feature of the college.

5. Are you satisfied with the innovation and creativity incorporated in teaching learning methods of the college?

   Response: Yes

   Action Plan- Although there are innovative methods likes Moodle in teaching yet college is making efforts to introduce novel methods of teaching.

6. Do you think Extension Activities of the College have led to more humanitarian development of your Ward?

   Response: Yes

Action Plan- To Strengthen its extension and other activities.

7. How have the Extension Activities organized in the College enhanced the personality and confidence level of your Ward? Please rate on the scale of 1 to 5

    Response: 4

    Action Plan- Our College is a reigning position in Youth Festivals. It would further strengthen its extension activities on a global platform.

8. Are you satisfied with the infrastructural facilities of the College?

    Response: Yes

    Action Plan- To introduce latest infrastructural facilities as for the course requirement

9. Do you find any problem or inconvenience when you visit the College?

    Response: No

    Action Plan- To have a front desk to specially cater to parents.

10. Are you satisfied with the performance of students' Grievance Redressal Cell?

    Response: Yes

    Action Plan- To keep up its performance in addressing grievances.

11. Do you receive SMS, Mails and Phone Calls related to your Ward's Progress in time?

    Response: Yes

    Action Plan- To enhance online nexus with stakeholders

12. Is the college office helpful in administrative matters?

    Response: Yes

    Action Plan-College is making an attempt to improve and help more in administrative matters

13. Do you regularly attend PTMs held in the College?

    Response: Yes

    Action Plan- Regular Phone calls are made to ensure that Parents come and check the growth of their ward.

14. Are you satisfied with the functioning of Sexual Harassment Cell?

    Response: Yes

Action Plan-To have regular meetings of the Cell.

15. How would you rate the hygienic environment of the College on the scale of 1 to 5?

    Response: 4

    Action Plan- Dustbins are placed everywhere and Swatchtaa mission is promoted among students

16. Are you satisfied with the details provided on the College website?

    Response: Yes

    Action Plan- College has a website which provides complete information about the courses and new vocational courses. The college plans to update its website with latest software.

17. Do you get information in advance regarding fee or any other charges?

    Response: Yes

    Action Plan- The information about fee structure and other charges as provided well in advance.

18. Any suggestion you would like to share for enhancing the quality standards of the Institution.

    Response & **Action Plan**- 91% was satisfied with standards of the institution. They shared that the institution has instilled tremendous confidence and capability in their wards and we ensure to keep the process going.

ACTION TAKEN REPORT

FEEDBACK COLLECTED

2018-19

Feedback was received from Students, Alumni, Teachers and Parents in 2018-2019 on an Annual Basis. It was analyzed as presented in the Analysis Reports. Based on the Action Plan mentioned in the analysis report pertaining to students, alumni, teachers and parents a committee was formed to execute the desired Action Plan at the earliest. The committee comprised of the Principal as the Chairperson and five senior faculty members. Based on the Action Plan, an agenda was framed and forwarded to the management. Prompt action was taken to implement the suggestions on the basis of priority. The action taken was then discussed in the board meeting comprising a managing committee, Principal and Staff Representatives.
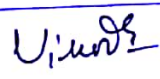
Following actions were taken:

- Diploma in Computer Application (DCA) was started to equip our students for employment.
- New building for the cosmetology department was constructed and furnished with professional help as per the requirements of curriculum.
- Also renovation of Fashion Designing department was extensively taken up.
- Four new class rooms in the new block of the college were constructed.
- New reading hall and one PG Fashion Designing lab too were constructed for the convenience of the staff as well as students.
- In university youth festival, our teams got top positions in Rangoli, Music items, Poetical recitation, poster making.
- High resolution CCTV cameras for surveillance during university examination as per the instructions by university have been installed for the transparency of our examination system.
- Enlargement of staff room and construction of two new toilets for female staff, new flooring for all the corridors on the ground floor and new flooring in the Principal office were done.
- The new ACs were purchased for cosmetology and computer lab.

- Cycle and Scooter stand was reconstructed because of the problem of over flow of rainy water from nearby areas.

Minutes of the Meeting of Governing Council, Board of Management for Action Plan and Action Taken on Feedback Collection from Stakeholders

Session 2018-19

1. Welcome by the Chairperson
2. Discussion on feedback received and Analysis Report
3. Introductory Remark by the Chairperson
4. Discussion of Action Plan Analysis
5. Discussion on Action Taken
6. **Following Actions were taken:**

- Diploma in Computer Application (DCA) was started to equip our students for employment.
- New building for the cosmetology department was constructed and furnished with professional help as per the requirements of curriculum.
- Also renovation of Fashion Designing department was extensively taken up.
- Four new class rooms in the new block of the college were constructed.
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7. Vote of Thanks by Principal

Management Represntative	Mr. Vinod Bhardwaj	Vinod
Chairperson	Mrs. Taranpreet Kaur	Taranpreet
Faculty representative	Mrs. Surinder Kaur	Nivedita
	Mrs. Nivedita	
	Dr. Aruna Pathak	Aft
	Dr. Gauri	
	Mrs. Suman Rajpal	
	Mr. Brahm Prakash Dahiya	
	Mr. Onkar Singh	Onkar