



GURU NANAK KHALSA COLLEGE FOR WOMEN

Gujarkhan Campus, Model Town, Ludhiana

1.4.2 Feedback Analysis Report (Session 2020-2021)

The college collected feedback from various stakeholders i.e. Students, Teachers, Employers, Parents and Alumni through virtual mode in this session due to the COVID-19 pandemic. The main objective was to collect the opinion and feedback on virtual online classes. The feedback collected through verbal interaction comprised of the following components: Online Education Delivery systems, Emotional/Mental health, and progress towards Higher Education. The feedback obtained was analysed during the IQAC meetings and helped identify areas of concern and charter a path to resolve certain issues under the given uncertain circumstances.

Student Feedback: A survey was conducted to determine the technological and communication devices available to students to attend the online classes. The survey results indicated a digital divide as a section of students did not have laptops/ computers and a high speed internet connection at home. These students attended the synchronous online classes using their smartphones with limited functionalities and small screen size. In addition, if the students faced internet connectivity issues they could not join the online interaction with their students. Hence, to resolve these issues, it was decided to record lectures and upload them on Google Classroom and YouTube to facilitate 24/7 asynchronous access by students. The feedback also revealed that students were highly satisfied with the active learning activities conducted by teachers in the virtual mode of teaching. Students reported increased engagement through the varied forms of assessment adopted by teachers such as, group discussions, debates, presentations, game-based learning, brainstorming sessions, etc.

Teachers feedback was obtained during online meetings with Madam Principal and the members of IQAC conducted regularly. Teachers reported initial technical issues due to emergency remote teaching. It was decided to conduct training sessions for teachers to facilitate effective online transition.

Employers feedback is also considered to be an important parameter for the overall development of students. During the pandemic, the feedback was collected through online interactions. Since the employees were working from home, the feedback indicated satisfactory performance.

Alumni feedback highlighted the impact of the pandemic on mental health, isolation and increased stress level. Many Alumni expressed a desire to stay connected and support each other during these challenging times. Virtual networking platform and online alumni groups became more important in facilitating connections.

Parents Feedback indicated appreciation towards the policies employed by the college in ensuring continuous learning, engagement and support through online interactions during these difficult times.

Based on the analysis of the verbal feedback, IQAC formulated a plan to ensure flexibility, adaptability and a focus on student well-being, however there is no structured feedback form. Also, Student Satisfaction Survey data was not collected.



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