

Feedback Mechanism & Policy



2018-2019

Prepared by

Internal Quality Assurance Cell

Govt. Kamla Raja Girls Post Graduate Autonomous College,

(Affiliated to Jiwaji University, Gwalior)

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Govt. Kamla Raja Girls Post Graduate Autonomous College

INTERNAL QUALITY ASSURANCE CELL

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FEEDBACK MECHANISM & POLICY

1. Introduction

2. Feedback Mechanism

3. Mode of Feedback

4. Content of Feedback

(1) Academic Feedback

- **Academic Feedback by Students**
- **Academic Feedback by Faculty**
- **Academic Feedback by Alumni**
- **Academic Feedback by Employers**

(2) Feedback for college evaluation

- **Feedback for college evaluation by Students**
- **Feedback for college evaluation by Faculty**
- **Feedback for college evaluation by Alumni**
- **Feedback for college evaluation by Support Staff**
- **Feedback for college evaluation by Parents**
- **Feedback for college evaluation by Professionals**

(3) Feedback for teacher evaluation by college students

- **Feedback for teacher evaluation by college students**

(4) Feedback for college activities

- **In campus activities**
- **Extension activities**
- **Collaborative activities**

5. Feedback Analysis Reports

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FEEDBACK MECHANISM & POLICY

INTRODUCTION :

Effective learning outcomes are being used more and more to evaluate college performance. To determine whether the college is performing well and giving high-quality instruction, feedback mechanism is important. In order to allow different stakeholders to assess the institution's performance on several fields, the College decided as a matter of policy to make feedback forms available.

FEEDBACK MECHANISM :

IQAC has developed a framework and feedback mechanism for its analyses. The college administration constitutes a Feedback Committee for commencing academic session to circulate feedback forms to all stakeholders. The Feedback Committee develops and designs survey questions for collecting feedback from all stakeholders to monitor and assess the performance quality of its curriculum and curriculum-related initiatives.

The feedback committee also analyses the performance of the institutional as a whole in numerous areas such as the library sports employment administrative office short term courses and various college activities organized by the college in campus or out campus. The collaborative activities and extension activities are also monitored through feedback system.

All of the stakeholders, including students, parents, employers, professionals, alumni, faculty members and support staff have been provided the feedback forms. Duly filled feedback forms have to be sent to feedback committee for analysis and after analysis the feedback report has to be sent to IQAC and it is reviewed thoroughly in different session.

The report of feedback analysis is submitted to Principal/Chairperson IQAC of the college than the feedback report was forwarded to IQAC for necessary action and thereafter the analysis is shared with all heads/In-charge and they are instructed to take necessary measures and actions as to comply with the issues raised by the alumni.

MODE OF FEEDBACK :

OFFLINE FEEDBACK

The Feedback Committee conducts feedback survey twice in an academic session. These surveys are usually done in the months of September-October and February-March but as far as collection of feedback form is concerned it is not strictly stucked to a time limit. The stakeholders are given more chances to submit their feedback. The students are encouraged to share their views or opinion or suggestions in written document through “Beti ki Peti”.

ONLINE FEEDBACK :

Apart from regular offline feedback system the committee has developed online feedback system. Online feedback system is conducted through Google Forms. The feedback committee circulates Google form link in whatsapp groups of students, displays on e-Notice Board on institutional website, posts on college facebook page.

Another facility is also provided by the IQAC of the college that the stakeholders and visitors can also submit their online feedback through website also.

OPEN FEEDBACK :

The unique part of feedback mechanism of this institution is “Open Feedback System”. All faculty members, Head of the departments, teacher-in-charges and supporting staff are regularly instructed that they should take random oral feedback from students and share it to feedback committee or Coordinator IQAC or Principal of the college for quick action. The principal of the institution also takes oral feedback and take appropriate action on it. The register for Open Feedback is maintained in Academic Cell. The IQAC conducts Open Feedback Sessions on regular basis and tries to take feedback during various academic and non-academic activities. Analysis of oral feedback is done by the feedback committee and put the report before the Principal for action taken.

TYPES OF THE FEEDBACK :

The IQAC and feedback committee developed the feedback system and categorized it in following categories :

(1) Academic Feedback

- Academic Feedback by Students
- Academic Feedback by Faculty
- Academic Feedback by Alumni
- Academic Feedback by Employers
- Academic Feedback for Short Courses

(2) Feedback for college evaluation

- Feedback for college evaluation by Students

- Feedback for college evaluation by Faculty
- Feedback for college evaluation by Alumni
- Feedback for college evaluation by Support Staff
- Feedback for college evaluation by Parents
- Feedback for college evaluation by Professionals

(3) Feedback for teacher evaluation by college students

- Feedback for teacher evaluation by college students

(4) Feedback for college activities

- In campus activities
- Extension activities
- Collaborative activities

(5) Feedback for Central Library of the college

(6) Feedback from Visitors

CONTENT OF THE FEEDBACK FORMS :

The feedback forms target following different content for different stakeholders.

- For students, it addressed curriculum and its learning related issues in terms of quality, competence, skills and professionalism. This feedback also considers other issues like delivery of curriculum by teachers and Course contents enhance situational Competence etc.
- For faculty members, the feedback addressed issues like suitability the course and its need base, relationship with course content and corresponding reference material, availability of reference materials in terms with curriculum, curriculum delivery, evaluation methods and outcomes of the curriculum, representation of business leaders and industrialist in curriculum designing etc.

- For alumni, the feedback questionnaires focused on adequateness of courses curriculum, sufficiency of syllabus content in context of current professional standards and curriculum design in context of development of self-directed learning and problem-solving approach along with role of alumni in academic development of the college.
- For employers, the feedback addressed issues like general communication skills, developing solutions to real life problems, working in a team, creative challenges to challenges, organization skills, learning of new techniques, integration of technology for work as learnt through the curriculum.
- For professionals, it targeted issues like necessity of additions and deletions in the curriculum in connection with theory and practical parts of the syllabus. The responses were also taken from them about the weightage of the syllabus in terms of marks distribution.

FEEDBACK ANALYSIS REPORT :

The feedback forms are collected from all stakeholders on several issues like Design of course curriculum, Depth of course covered in syllabus, Scope for extra learning and self-study in the course content, Curriculum designed encompasses syllabus for competitive exams and Employability is given focus. Feedback committee is analyse collected feedback.

ACTION TAKEN REPORT ON FEEDBACK :

The report of feedback analysis is submitted to Principal/Chairperson IQAC of the college than the feedback report was forwarded to IQAC for necessary action and thereafter the analysis is shared with all heads/In-charge and they are instructed to take necessary measures and actions as to comply with the issues raised by the alumni.



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INTERNAL QUALITY ASSUARANCE CELL (IQAC)

FEEDBACK ON CURRICULUM

Programme:

Academic Year:

Semester:

Course (Subject):

I am a Student/ Teacher / Alumnus / Parent / Employer

Date:

Stakeholder's Name (Optional):

Make a tick mark (✓) in appropriate cell.

S.No.	Particular	Excellent	Good	Satisfactory
1	Design of course curriculum.			
2	Depth of course covered in syllabus			
3	Periodical updation of the syllabus are in tone with recent trends in the field concerned			
4	Learning Values (In terms of knowledge, concept, manual skills, analytical abilities and broadening perspectives)			
5	Employability is given focus			
6	Relevance of text and reference			
7	Emphasis on practical/ project in the course content			
8	Course contents enhance situational Competence			
9	Scope for extra learning and self study in the course content			
10	Curriculum designed encompasses syllabus for competitive exams			

Suggestions (if any): _____

Signature of student



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आंतरिक गुणवत्ता आश्वासन प्रकोष्ठ (आई.क्यू.ए.सी.)

विद्यार्थी से प्राप्त फीडबैक फार्म

सत्र :

संकाय –

दिनांक.....

कक्षा –

सेक्शन –

निम्न बिन्दुओं पर अपना मत दीजिए –

स. कं.	गतिविधियाँ	उत्कृष्ट	बहुत अच्छा	अच्छा	औसत	औसतहीन
1	शिक्षक का व्यवहार					
2	शिक्षक का प्रस्तुतीकरण					
3	स्ववित्तिय पाठ्यक्रम की व्यवस्थाएँ					
4	स्वशासी व्यवस्था					
5	अद्योसंरचनात्मक सुविधाएँ					
6	पुस्तकालय-केन्द्रोय					
7	पुस्तकालय-विभागीय					
8	प्रयोगशाला					
9	खेलकूद गतिविधियाँ					
10	पाठ्यक्रम					
11	पाठ्यक्रम विषयवस्तु					
12	कम्प्यूटर सुविधा					
13	कार्यालयीन स्टाफ का व्यवहार					
14	विस्तार व्याख्यान					
15	प्रशिक्षण कार्यक्रम					
16	रोजगार संबंधी गतिविधियाँ					
17	शैक्षणिक कार्यक्रम (सेमिनार/कार्यशाला)					
18	अतिथि शिक्षकों का प्रस्तुतीकरण					
19	छात्रावास व्यवस्था					
20	छात्रावास में भोजन की व्यवस्था					
21	शिकायत प्रकोष्ठ					
22	सुरक्षा व्यवस्था					
23	वाहन सुविधा					

महाविद्यालय के विकास हेतु:-

1. आवश्यकताएँ :
2. कमियाँ. :
3. सुझाव :



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INTERNAL QUALITY ASSUARANCE CELL (IQAC) FEEDBACK FROM FACULTY

for the Academic Year _____

Name: Dr.----- Designation : -----

Dept.: ----- Date of Joining :-----

Name (Optional) :

Note: Your valuable opinions and suggestions are solicited for further improvement of the College system. Against each statement a five point scale is given. The five points are Strongly Agree (SA), Agree(A), Neutral (N), Disagree (D) and Strongly Disagree (SD). Your responses will be kept confidential and used only for the stated purpose.

I. CURRICULUM DESIGN AND DEVELOPMENT :

Particulars	SA	A	N	D	SD
1. Board of studies is taking care to ensure the currency and relevance of the programme offering.					
2. Employability is given weightage in curriculum design and development.					
3. I am given enough freedom to contribute my ideas on curriculum design and development.					
4. The system followed by the College for the design and development of curriculum is effective.					
5. The curriculum has been updated from time to time.					
6. Representation from business, industry or any other expertise in Boards of studies is helpful in designing and improving the courses.					

Suggestions for further improvement:

II. TEACHING, LEARNING, EVALUATION & RESEARCH :

Particulars	SA	A	N	D	SD
1. The admission process adopted by College is effective.					
2. The College is able to attract meritorious students.					
3. Student centered learning resources are available in the College.					
4. The faculty are updating their knowledge and skills.					
5. The class work is taking place as per schedule.					
6. The Central Library is a major source of information.					
7. The library is utilized optimally by the faculty.					
8. The library is utilized optimally by the research scholars.					
9. The library is utilized optimally by the students.					
10. The library is managed effectively.					
11. The timings of the Library are convenient.					
12. The procedure followed for acquiring new books and journals ensures right titles and journals in the library.					
13. The teaching aids in the department are sufficient and up to date.					
14. The teachers are supported with adequate learning resources.					
15. The teachers are encouraged to carry out research.					
16. The teachers are encouraged to organize seminars/workshops					
17. The teachers are encouraged to participate in seminars /workshops/ symposia/conferences.					
18. The teachers are encouraged to undertake extension service programmes.					
19. The teachers are encouraged to establish linkage with Industry.					
20. The teachers are encouraged to take-up consultancy services.					
21. The merit of the teachers is recognized.					
22. The examination system followed by the College is effective.					
23. The evaluation system followed by the College is effective.					
24. The teachers are taking online classes					

Suggestions for improvement in Teaching, Learning, Evaluation and Research:

III. INFRASTRUCTURE :

Particulars	SA	A	N	D	SD
1. The class rooms and furniture available are adequate.					
2. The toilets are sufficient for faculty and students.					
3. The buildings and furniture are well maintained.					
4. The labs are adequately equipped (wherever applicable).					
5. The infrastructure available in the department is optimally used.					
6. Parking facilities are available adequately.					
7. Roads are maintained well.					
8. Water resources are adequately provided.					
9. Safe drinking water is available.					
10. Sports infrastructure is adequate.					

Suggestions for improvement in Infrastructure :

IV. GOVERNANCE :

Particulars	SA	A	N	D	SD
1. The administration is sincerely putting efforts for the development of the institution.					
2. The administration is accessible.					
3. The quality initiatives taken up during the last academic year are contributing for improvement.					
4. The MoUs entered by the College enhance the scope for mutual cooperation with Institutions and Research Organizations of repute.					
5. The faculty are given freedom to express their opinions.					
6. The IQAC is working well for promoting quality in the institution.					
7. The College is providing adequate opportunities and support to the faculty.					

Suggestions for improvement of Governance :

Signature of the Faculty



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शार्ट टर्म कोर्सेस से संबंधित विद्यार्थी से प्राप्त फीडबैक फार्म

सत्र-

शार्ट टर्म कोर्स का नाम —

शार्ट टर्म कोर्स की अवधि —

क्या आप के.आर.जी. की नियमित छात्रा हैं ? —

निम्न बिन्दुओं पर अपना मत दीजिए :

स. कं.	गतिविधियाँ	उत्कृष्ट	बहुत अच्छा	अच्छा	औसत	औसतहीन
1	शार्ट टर्म कोर्स पाठ्यक्रम की पाठ्यवस्तु					
2	शार्ट टर्म कोर्स पाठ्यक्रम की व्यवस्थाएँ					
3	शार्ट टर्म कोर्स पाठ्यक्रम की अवधि					
4	शार्ट टर्म कोर्स पाठ्यक्रम से रोजगार की संभावनायें					
5	शिक्षण की गुणवत्ता					
6	शिक्षक का व्यवहार					
7	शिक्षक का प्रस्तुतीकरण					
8	फील्ड विजिट का प्रभाव					
9	अद्योसंरचनात्मक सुविधाएँ					
10	प्रायोगिक पाठ्यक्रम का संचालन					
11	परीक्षा पद्धति की उपयोगिता					
12	कम्प्यूटर सुविधा					

शार्ट टर्म कोर्स की सुविधायें बेहतर करने अथवा कोई नवीन शार्ट टर्म कोर्स प्रारंभ करने हेतु:-

1. आवश्यकताएँ :
2. कमियाँ. :
3. सुझाव :

छात्रा के हस्ताक्षर



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INTERNAL QUALITY ASSUARANCE CELL (IQAC)
FEEDBACK FROM ALUMNI

First Name: _____ Last Name: _____ Age (years): _____

Dept.: _____ Year of Study: _____ Occupation: _____

Contact No.: _____ Email.ID: _____ Address: _____

Make a tick mark in the appropriate cell :

Sl.	Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
1.	I feel proud to be the student of K.R.G.C., Gwalior					
2.	The learning I had in this institution is useful in my career.					
3.	The developments in the college in recent years are appreciative.					
4.	The new courses introduced meet contemporary requirements.					
5.	K.R.G.C., Gwalior is involving alumni in its activities.					
6.	The alumni have a role to play in academically strengthening the college further.					
7.	The alumni have a role to play in financially strengthening the college.					
8.	The way you can contribute to our college					
9.	Your general volunteer availability (i)weekends (ii)Weekdays					

Suggestions for further improvement:

Signature



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Please rate following on basis of your perception about the Library facilities:Session.....

		Excellent	Good	Fair	Poor	Not Sure
1	Availability of books					
2	Library space is adequate					
3	What do You feel about behaviour of Library staff?					
4	Condition of books					
5	Reading room facility					
6	Does OPAC system is working properly?					
7	Availability of E Books andE journals.					
8	Your perception about E Resources (N-List, Delnet, Sodhsindhu etc.)					
9	Reference section facility					
10	Availability of Newspaper Magazine print journals etc.					
11	Access to free wi-fi and internet facility					
12	Reprographic services					
13	Assistance for using computer and printer					
14	Recommendation for new and different resources are listened by the library staff					
15	Display of reading material					
16	Opening Hours of the Library					
17	The library cater to your needs and are the materials readily available to you					
18	Over all Library environment					

Suggestion to improvement Library services.....

Name &Designation



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Feedback from Parents

अभिभावकों का फीडबैक फार्म

सत्र :

अभिभावक का नाम : _____ आयु: _____ लिंग _____
शिक्षा : _____ व्यवसाय _____
छात्रा का नाम : _____
कक्षा एवं सेक्शन : _____

क्र.	विवरण	पूर्णतया सहमत	सहमत	निरपेक्ष	असहमत	रिमांक
1.	महाविद्यालय में अपनी पुत्री का प्रवेश कराने पर मुझे गर्व है					
2.	महाविद्यालय की प्रवेश प्रक्रिया निष्पक्ष है।					
3.	महाविद्यालय के शिक्षकों के साथ संवाद से मेरी पुत्री के ज्ञान में निरंतर वृद्धि हो रही है।					
4.	पाठ्यक्रम अत्यन्त उपयोगी तथा रोजगारोन्मुखी है।					
5.	महाविद्यालय में शैक्षिक एवं ज्ञानवर्धक वातावरण है।					
6.	परीक्षा व्यवस्था उत्तम है तथा समय पर परीक्षा परिणाम घोषित होते हैं।					
7.	महाविद्यालय में अद्योसंरचनात्मक (भवन एवं अन्य) व्यवस्थायें सुचारु हैं।					
8.	महाविद्यालय में ड्रेसकोड लागू किया जाना उचित है।					
9.	हॉस्टल एवं पुस्तकालय की व्यवस्थायें सुचारु हैं।					
10.	ई-गवर्नेंस की सुविधा से छात्राओं को लाभ हुआ है।					
11.	महाविद्यालय संबंधी जानकारियां सभी के लिये सर्वथा सुलभ है।					
12.	महाविद्यालय की वेबसाइट प्रभावशील तथा ज्ञानवर्धक है।					
13.	महाविद्यालय में अनुशासन प्रभावशाली है।					
14.	महाविद्यालय में प्रवेश के बाद मेरी पुत्री के व्यवहार में सकारात्मक बदलाव आया है।					
15.	महाविद्यालय के कर्मचारियों का व्यवहार अच्छा है।					
16.	के. आर. जी. कालेज के प्रति मेरे मन में सम्मान है।					
17.	के. आर. जी. कालेज प्रदेश के श्रेष्ठ महाविद्यालयों में एक है					

महाविद्यालय विकास एवं व्यवस्थाओं में सुधार हेतु सुझाव :

दिनांक :

अभिभावक के हस्ताक्षर



कार्यालय प्राचार्य, शासकीय कमलाराजा कन्या स्नातकोत्तर स्वशासी महाविद्यालय, ग्वालियर
GOVT. KAMLA RAJA GIRLS P.G. AUTO. COLLEGE, GWALIOR (M.P.) INDIA

(Affiliated to Jiwaji University, Gwalior under 2(f) & 12(b) NAAC – 'A' Grade Accredited Institute)

www.krgcgwalior.org krgc@rediffmail.com Phone : 0751- 2625495, 0751-2438173

INTERNAL QUALITY ASSUARANCE CELL (IQAC)

Feedback from Supporting Staff

अशैक्षणिक स्टॉफ का फीडबैक फार्म

सत्र : _____

कर्मचारी का नाम : _____
पदनाम : _____
विभाग/सेक्शन : _____
अनुभव : _____

क्र.	विवरण	पूर्णतया सहमत	सहमत	निरपेक्ष	असहमत	पूर्णतया असहमत
1.	महाविद्यालय में संचालित व्यवसायों प्रभावशाली हैं।					
2.	कार्य का वितरण पक्षपातहीन है।					
3.	कार्यभार तर्कसंगत है।					
4.	कर्मचारियों की पदस्थापना कार्य की आवश्यकता अनुरूप है।					
5.	महाविद्यालय द्वारा आयोजित प्रशिक्षण कार्यक्रम लाभकारी है।					
6.	पदोन्नति की नीति प्रोत्साहनकारी है।					
7.	आधारभूत संरचना कार्य संस्कृति के अनुकूल है।					
8.	कर्मचारियों में उन्हें प्रदत्त कार्य की पूर्ण जानकारी एवं उत्तरदायित्व का भाव है।					
9.	वरिष्ठ-कनिष्ठ के मध्य संबंध मधुर हैं।					
10.	कर्मचारियों का महिलाओं के पूति सम्मानजनक व्यवहार है।					
11.	कर्मचारियों की महाविद्यालय विकास में महत्वपूर्ण भूमिका है।					
12.	कर्मचारियों की शिकायतों का निवारण निष्पक्षता से किया जाता है।					
13.	कर्मचारी कल्याण हेतु महाविद्यालय द्वारा सहायता की जाती है।					
14.	कार्यालय प्रबंधन में कम्प्यूटर की भूमिका प्रभावशाली है।					
15.	ई-गवर्नेंस के प्रति कर्मचारियों का सहयोगात्मक रुख है।					

महाविद्यालय विकास एवं व्यवस्थाओं में सुधार हेतु सुझाव :

कर्मचारी के हस्ताक्षर



कार्यालय प्राचार्य, शासकीय कमलाराजा कन्या स्नातकोत्तर स्वशासी महाविद्यालय, ग्वालियर
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INTERNAL QUALITY ASSUARANCE CELL (IQAC)
FEEDBACK FROM SUPPORT STAFF

for the Academic Year _____

Name: Mr.----- Designation : -----

Dept.: ----- Date of Joining : -----

Note: Your valuable opinions and suggestions are solicited for further improvement of the College system. Against each statement a five point scale is given. The five points are Strongly Agree (SA), Agree(A), Neutral (N), Disagree (D) and Strongly Disagree (SD). Your responses will be kept confidential and used only for the stated purpose.

Particulars	SA	A	N	D	SD
1. The procedures followed in the College are effective.					
2. The work distribution is fair.					
3. The work load is reasonable					
4. The placement of the employees is as per the job requirements.					
5. The training programmes organized by the University are helpful.					
6. The promotion policies of the college are encouraging					
7. The administration respects women employees and treats them well.					
8. The employees have the opportunity to contribute for process development.					
9. The employee grievances are settled fairly. Safe drinking water is available.					
10. Water resources are adequately provided.					
10. The toilets are sufficient for support staff.					

Suggestions for improvement of Governance :

Signature of the Support Staff

(Prof. Sanjay Swarnkar)
Coordinator, IQAC
Govt. Kamla Raja Girls P.G. Auto. College
Gwalior (M.P.)



(Dr. Manju Dubey)
Principal
Govt. Kamla Raja Girls P.G. Auto. College
Gwalior (M.P.)