



PSG College of Arts & Science

An Autonomous College

Affiliated to Bharathiar University

Accredited with A⁺⁺ Grade by NAAC (4th Cycle)

College with Potential for Excellence (Status awarded by UGC)

Star College Status awarded by DBT-MST

An ISO 9001:2015 Certified Institution

Civil Aerodrome Post, Coimbatore - 641 014, Tamil Nadu, India



Students' Satisfaction Survey Analysis Report

Academic Year 2024-2025

Internal Quality Assurance Cell (IQAC)

Table of contents		
S.No	Particulars	Page No
Students' Satisfaction Survey (SSS)		
1	About the Institution and SSS	3
2	SSS Questionnaire – for Under Graduate Programmes	4
3	SSS Questionnaire – for Post Graduate Programmes	6
Students' Satisfaction Survey Analysis and Interpretation		
4	UG Student Satisfaction Survey Results – Analysis & Interpretation	8
5	Suggestions from the Feedback forms - UG	13
6	Overall Response Chart (UG) – SSS – 2024-25	14
7	PG Student Satisfaction Survey Results – Analysis & Interpretation	15
8	Suggestions from the Feedback forms - PG	20
9	Overall Response Chart (PG) – SSS – 2024-25	21
Action Taken Report		
10	Action Taken Report of Students' Satisfaction Survey (UG) 2024-25	22
11	Action Taken Report of Students' Satisfaction Survey (PG) 2024-25	23

About the Institution

PSG College of Arts & Science is a premier higher education institution in South India, widely recognized for its comprehensive academic offerings and commitment to excellence in teaching, research, and extension. The institution offers a diverse portfolio of 43 Undergraduate programmes, 4 B.Voc programmes, 30 Postgraduate programmes, one Five-Year Integrated Postgraduate programme, and 4 PG Diploma programmes. Further strengthening its research ecosystem, the college offers Ph.D. programmes in 24 disciplines, fostering advanced scholarly pursuits across multiple domains. In addition, the Institution provides 12 career-oriented Add-on courses and 30 Value-Added courses, aimed at enhancing students' life skills, employability, and professional competence.

About the Students' Satisfaction Survey

The Institution annually administers the Students' Satisfaction Survey (SSS) to final-year students using a structured questionnaire. The survey assesses various dimensions of the student experience, including curriculum aspects, teaching–learning processes, examination and evaluation methods, student support services, and infrastructure. In May 2025, the Internal Quality Assurance Cell (IQAC) of PSG College of Arts & Science utilized the LAUDEA Management Information System to administer the survey among the graduating class. A total of 4,696 students, comprising 3,415 undergraduate and 1,281 postgraduate participated in the survey and provided valuable feedback. The insights derived from this survey serve as a critical input for the Institution to enhance academic quality, strengthen support systems, implement continuous improvements and achieve higher standards based on students' feedback.



PSG College of Arts & Science
Coimbatore – 14
Students' Satisfaction Survey – UG
(Academic year 2024-2025)

Department:

Class:

S. No	Parameters	Rubrics				
		Excellent	Very Good	Good	Fair	Poor
I	Curricular Aspects					
1	Effectiveness of Values and Ethics for Human Excellence course in inculcating values, ethics and morals					
2	Efficacy of Environmental Studies and Sustainable Developmental Goals course in creating Environmental awareness and protection					
3	Adequacy of Information Security course to meet the current needs					
4	Knowledge gained through Trans disciplinary course (Semester V)					
5	Proficiency of SEED training in enhancing Life Skills development					
6	Experience gained through Training / Internship / Project work / Innovation and Start up exposure					
7	Competency of Computer Based Test in Indian Knowledge Systems (IKS) (Skill Enhancement Course –II)					
II	Teaching Learning Process					
8	Effectiveness of teaching methods employed in delivering the course content					
9	Usage of ICT tools such as LCD projector, Multimedia etc. while teaching					
10	Quality of Teaching – Learning process in promoting knowledge and skill development					
11	Involvement of students in Community Engagement activities through the college to become socially responsible citizens					

S. No	Parameters	Rubrics				
		Excellent	Very Good	Good	Fair	Poor
III	Examination and Evaluation Process					
12	Transparency of Evaluation system					
13	Flexibility of diverse learning styles and abilities adopted in the Evaluation system (Skill Innovative Tasks)					
14	Fairness of the internal evaluation process by the Teachers					
IV	Infrastructure					
15	Adequacy of Library resources – Books, Journals and E - resources					
16	Availability of Academic Infrastructure Facilities such as Class rooms, Laboratories and ICT in teaching					
17	Availability of Student support facilities such as Sports, Auditorium, Seminar Halls, Rest Rooms, Food Court & Refreshment corners, Parking, Digital Display / Notice boards etc.					
V	Student Support					
18	Career guidance, Counseling, Mentoring and Motivation by the Tutors / Mentors					
19	Participation in extracurricular activities including Clubs, Forums and Department Associations, to cultivate vital skills like leadership, team spirit, time management etc.					
20	Health Care and Counseling offered for well-being					

Observations and Suggestions for improvement in the above-mentioned aspects:



PSG College of Arts & Science
Coimbatore – 14
Students' Satisfaction Survey - PG
(Academic year 2024-2025)

Department:

Class:

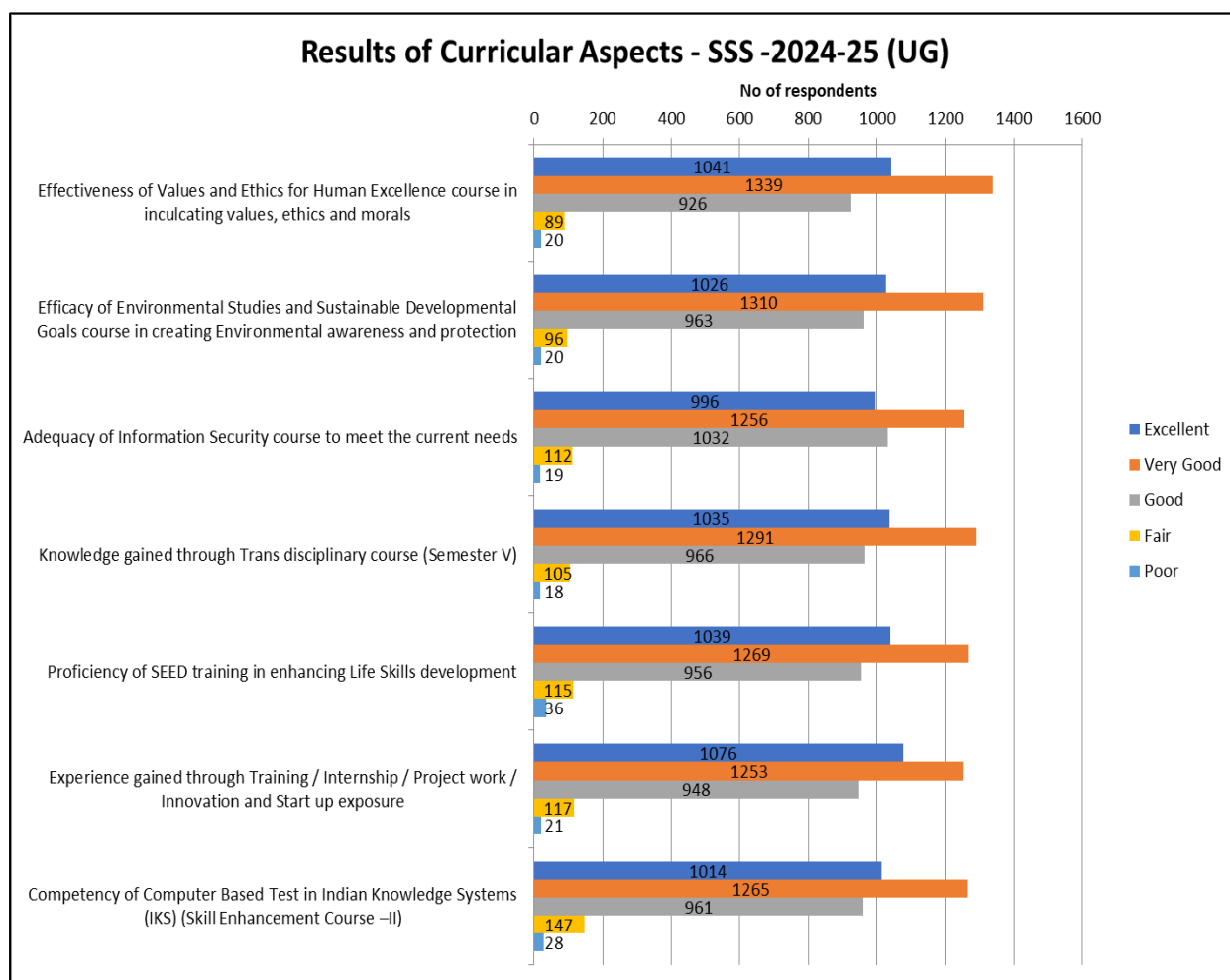
S. No.	Parameters	Rubrics				
		Excellent	Very Good	Good	Fair	Poor
I	Curricular Aspects					
1	Curriculum updated to meet the current needs					
2	Adequacy of Practical courses in the Curriculum					
3	Flexibility in Inter-Departmental / Extra Departmental Courses / On-line courses					
4	Curriculum content creates interest to pursue Research / Higher studies					
5	The courses taught enhances Employability / Entrepreneurship development					
6	Exposure to Training / Internship / Project Work					
II	Teaching Learning Process					
7	Effectiveness of teaching methods employed in delivering the course content					
8	Usage of ICT tools such as LCD projector, Multimedia etc. while teaching					
9	Involvement in Community Outreach Programmes					
III	Examination and Evaluation Process					
10	Examination system					
11	Transparency of Evaluation Process					
12	Flexibility of diverse learning styles and abilities adopted in the Evaluation system (Skill innovative tasks)					
13	Fairness of the internal evaluation process by the teachers					

S. No.	Parameters	Rubrics				
		Excellent	Very Good	Good	Fair	Poor
IV	Infrastructure					
14	Adequacy of Library resources – Books, Journals and E - resources					
15	Availability of Academic Infrastructure Facilities such as Class rooms, Laboratories and ICT in teaching					
16	Availability of Student support facilities such as Sports, Auditorium, Seminar Halls, Rest Rooms, Food Court & Refreshment corners, Parking, Digital Display / Notice boards etc.					
V	Student Support					
17	Career guidance, Counseling, Mentoring and Motivation by the Tutors / Mentors					
18	Participation in extracurricular activities, encompassing clubs, forums and associations, cultivates vital skills like leadership, team spirit, and time management etc.					
19	Health Care and Counseling offered for well-being					
20	Opportunities provided by the Institution for personal and professional development					

Observations and Suggestions for improvement in the above-mentioned aspects:

UG Students' Satisfaction Survey Results – Analysis & Interpretation - Academic Year 2024-2025

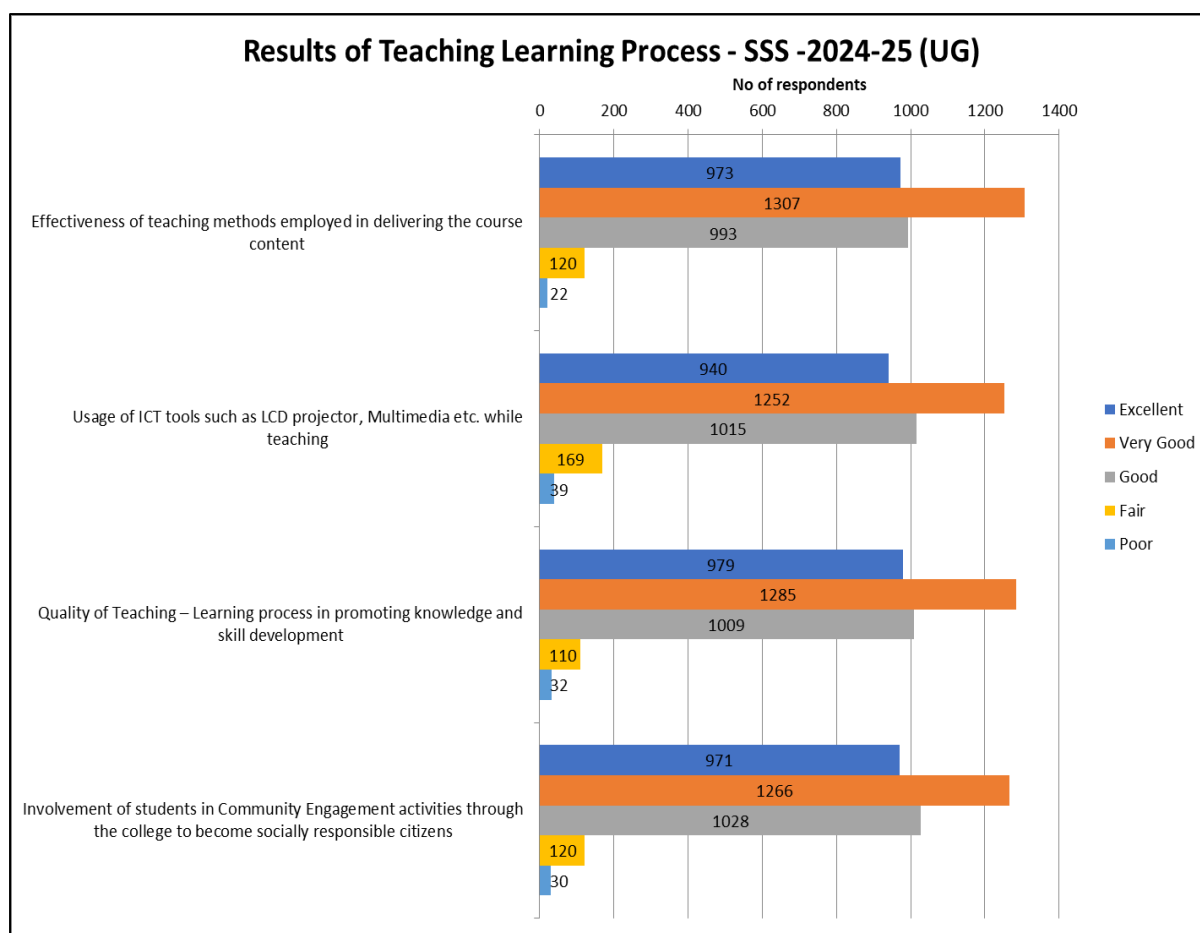
Curricular Aspects



A total of 23,905 responses were recorded across seven indicators of curriculum aspects. Of these, 22,962 responses (96.07%) reflect positive satisfaction under the categories of *Excellent*, *Very Good*, and *Good*. Only 3.27% rated the curriculum as *Fair*, and less than 1% (0.68%) expressed dissatisfaction.

This clearly demonstrates that the UG curriculum is perceived as academically relevant, value-oriented, skill-focused, and socially responsive. Courses on Values & Ethics, Environmental Studies & SDGs, Information Security, Trans-disciplinary learning, SEED training, and experiential learning through internships and projects are especially well received. The comparatively higher “Fair” responses for the Indian Knowledge Systems (IKS) component indicate limited scope for further pedagogical strengthening, but overall curriculum quality remains exceptionally strong.

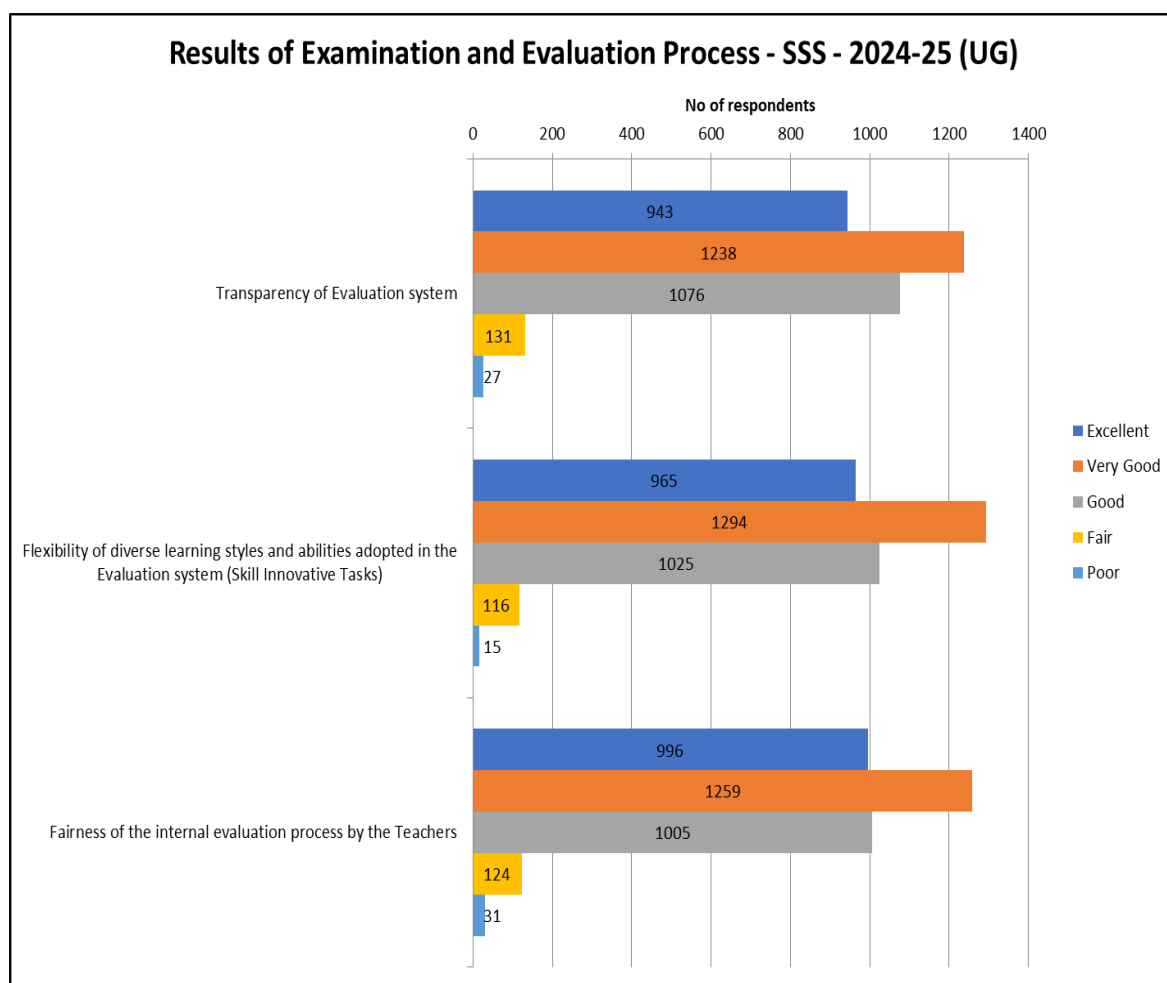
Teaching Learning Process



Across four teaching learning process indicators, a total of 13,660 responses were recorded. Of these, 13,018 responses (95.30%) indicate positive satisfaction, while 3.80% rated the process as Fair, and only 0.90% expressed dissatisfaction.

The findings confirm that the UG teaching–learning environment is highly effective, learner-centric, and outcome-driven. Students strongly endorse the quality of teaching, instructional strategies, ICT-enabled pedagogy, and community engagement practices. The slightly higher Fair responses for ICT usage suggest the need for greater uniformity in digital integration across departments, but overall teaching effectiveness is firmly established.

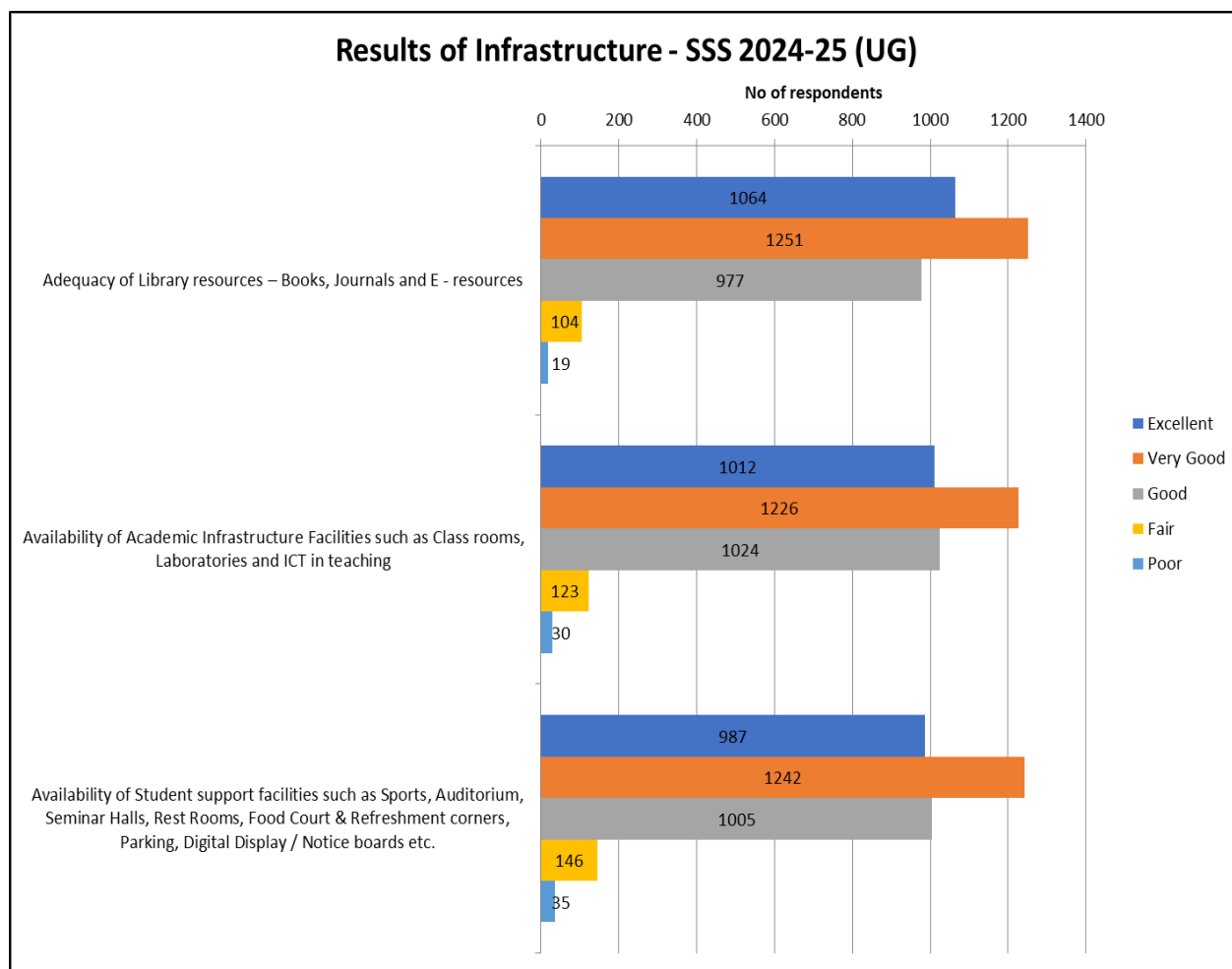
Examination and Evaluation Process



From the three indicators of examination and evaluation process, a total of 10,245 responses were obtained. Among them, 9,801 responses (95.67%) reflect positive satisfaction, while 3.62% rated it Fair, and only 0.71% expressed dissatisfaction.

Students demonstrate strong confidence in the fairness, flexibility, and transparency of the evaluation system. The high approval for skill-based and innovative assessment practices highlights the institution's commitment to outcome-based and inclusive evaluation. The marginal Fair ratings in transparency indicate scope for strengthening feedback communication and assessment clarity, without affecting the overall credibility of the system.

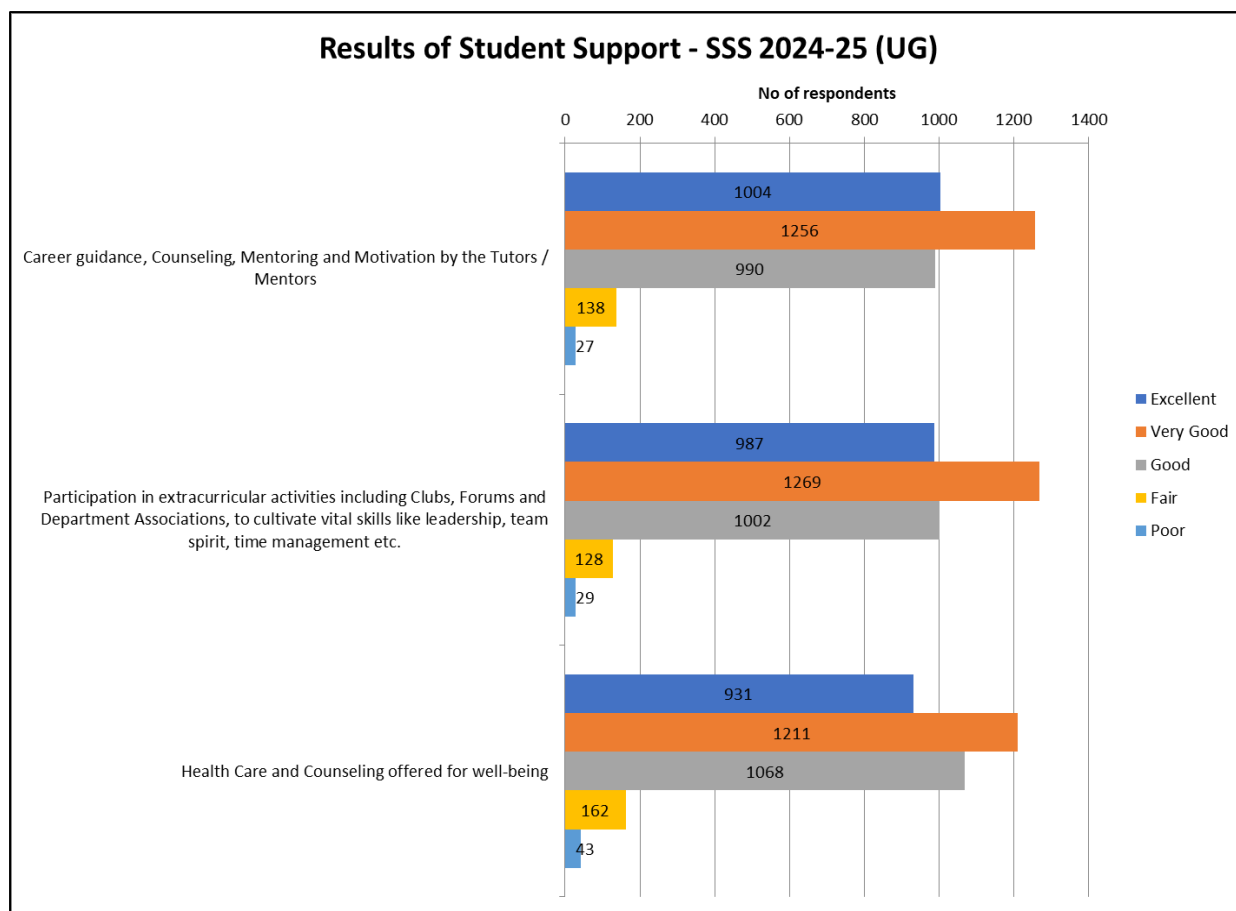
Infrastructure



A total of 10,245 responses were generated, among the three Infrastructure-related indicators. Of these, 9,788 responses (95.54%) reflect positive satisfaction, while 3.64% rated it fair, and only 0.82% reported dissatisfaction.

Students have expressed strong satisfaction with library resources, classrooms, laboratories, ICT facilities, and academic infrastructure. Student support amenities such as sports facilities, rest rooms, food court, parking, and digital display systems are also well appreciated. The limited Fair responses indicate minor scope for enhancement in high-usage student amenities, but overall infrastructure support remains academically enabling and student-friendly.

Student Support



Student Support services with three indicators recorded 10,245 responses, of which 9,718 responses (94.87%) indicate positive satisfaction, 4.18% rated it Fair, and 0.97% expressed dissatisfaction.

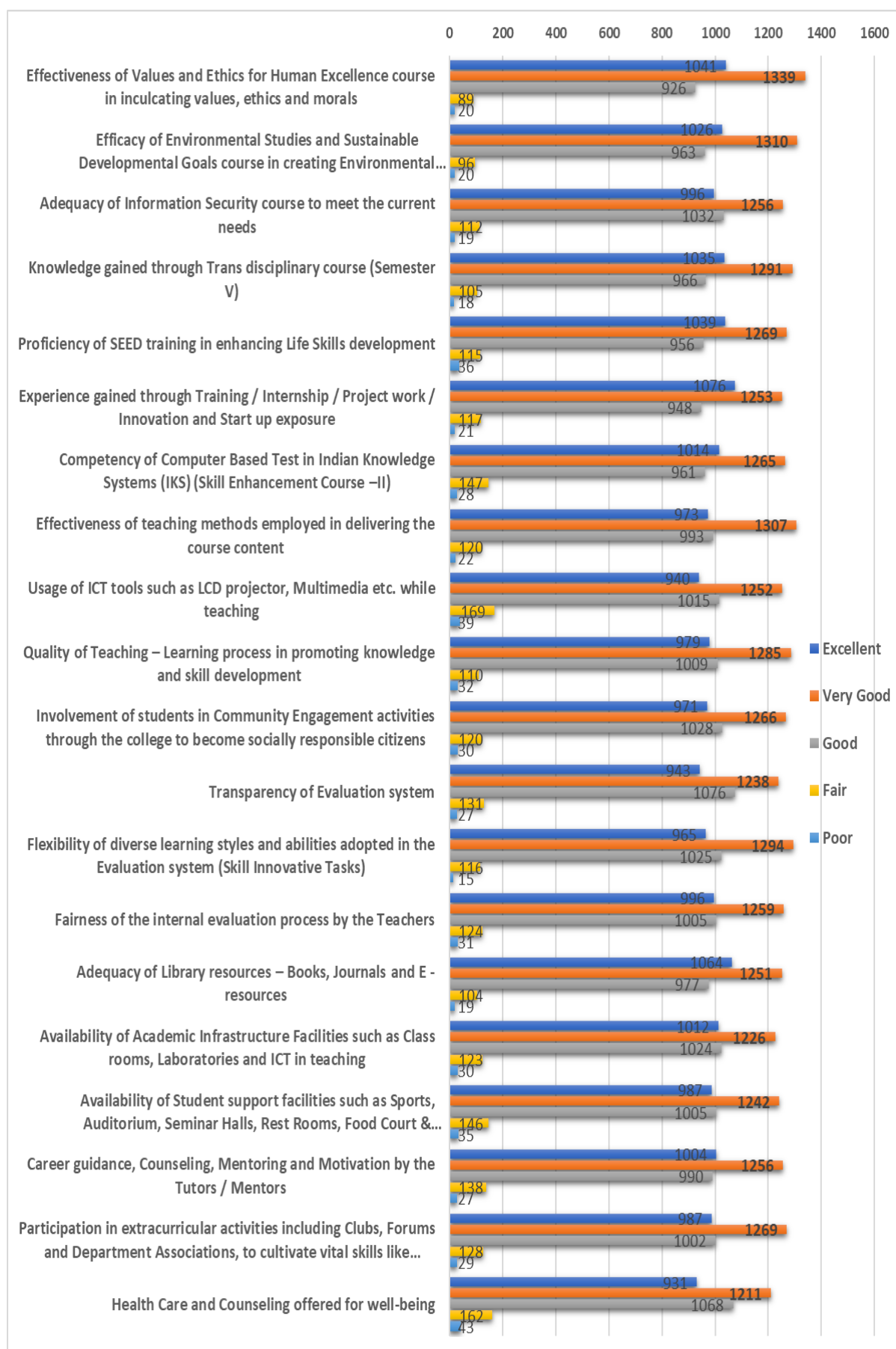
UG students strongly acknowledge the institution's efforts in career guidance, mentoring, extracurricular engagement, leadership development, health care, and counselling services. The comparatively higher Fair responses in the health care and counselling component indicate the need for further strengthening of mental health outreach, accessibility, and wellness awareness programs. Nevertheless, the overall support system is perceived as holistic, proactive, and student-cantered.

Suggestions from the Feedback Forms - UG

Here are some valuable suggestions extracted from the UG student feedback:

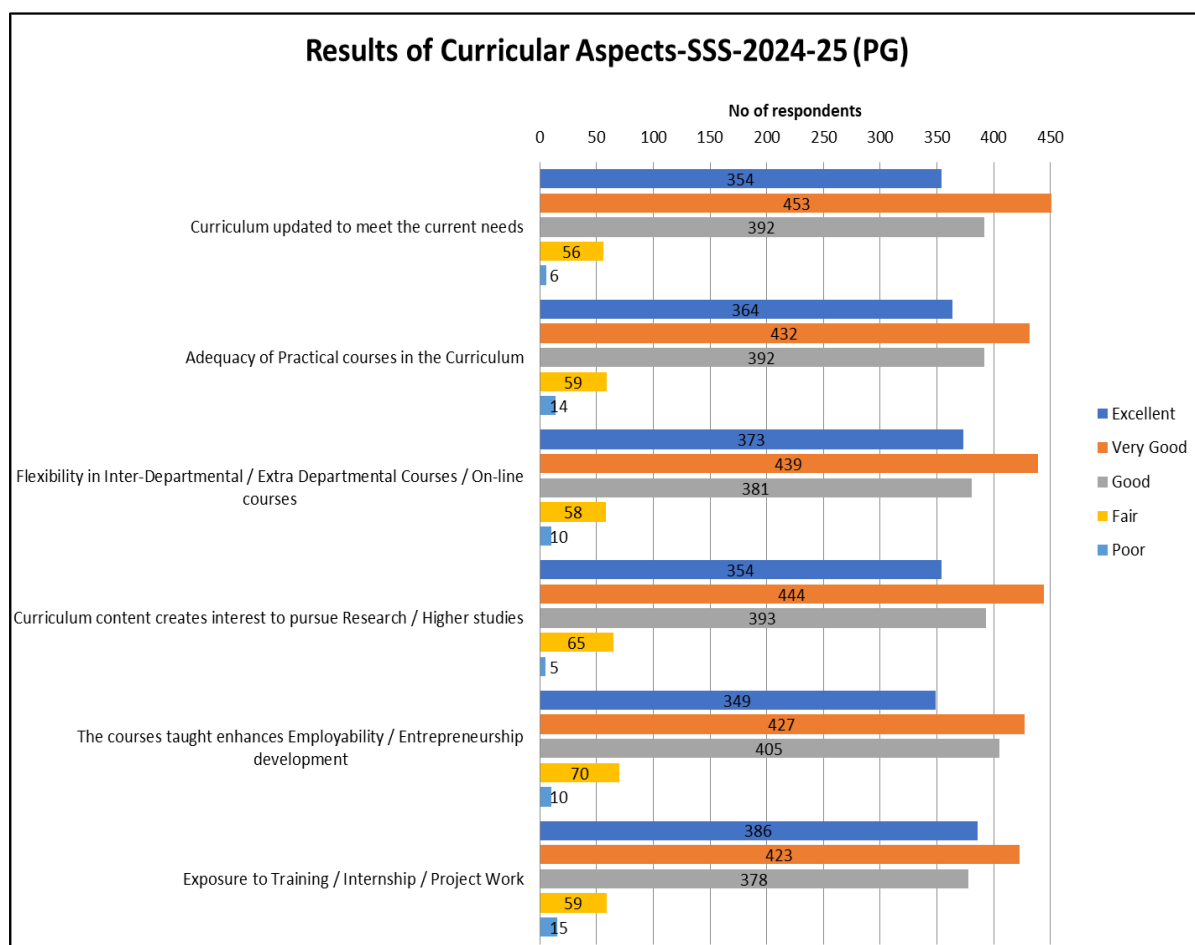
- Make learning more practical and industry-oriented through enhanced labs, projects, internships, industrial visits and real-world case-based activities.
- Adopt more interactive and student-centred teaching methods with better faculty–student engagement, activity-based learning and clear concept delivery.
- Regularly update the curriculum to include emerging technologies, market-relevant content and systematic development of soft skills and critical thinking.
- Strengthen career guidance, placement training and SEED programmes with continuous, personalised support for both employment and higher education.
- Upgrade and maintain ICT, lab and classroom infrastructure, ensuring reliable projectors, systems, internet connectivity and effective use of digital tools.
- Enhance health care and mental health services through better equipped health centres, regular doctors and accessible counselling support.
- Expand and encourage participation in extracurricular, co-curricular and community engagement activities with supportive attendance and institutional backing.
- Ensure fairness, transparency and student-friendliness in evaluation and administrative processes, including internal marks, revaluation, timings and online systems.
- Provide more personalised mentoring and inclusive support that recognises diverse student aspirations, backgrounds and well-being needs.

Overall Response Chart – UG – SSS 2024-25



PG Students' Satisfaction Survey Results – Analysis & Interpretation - Academic Year 2024-2025

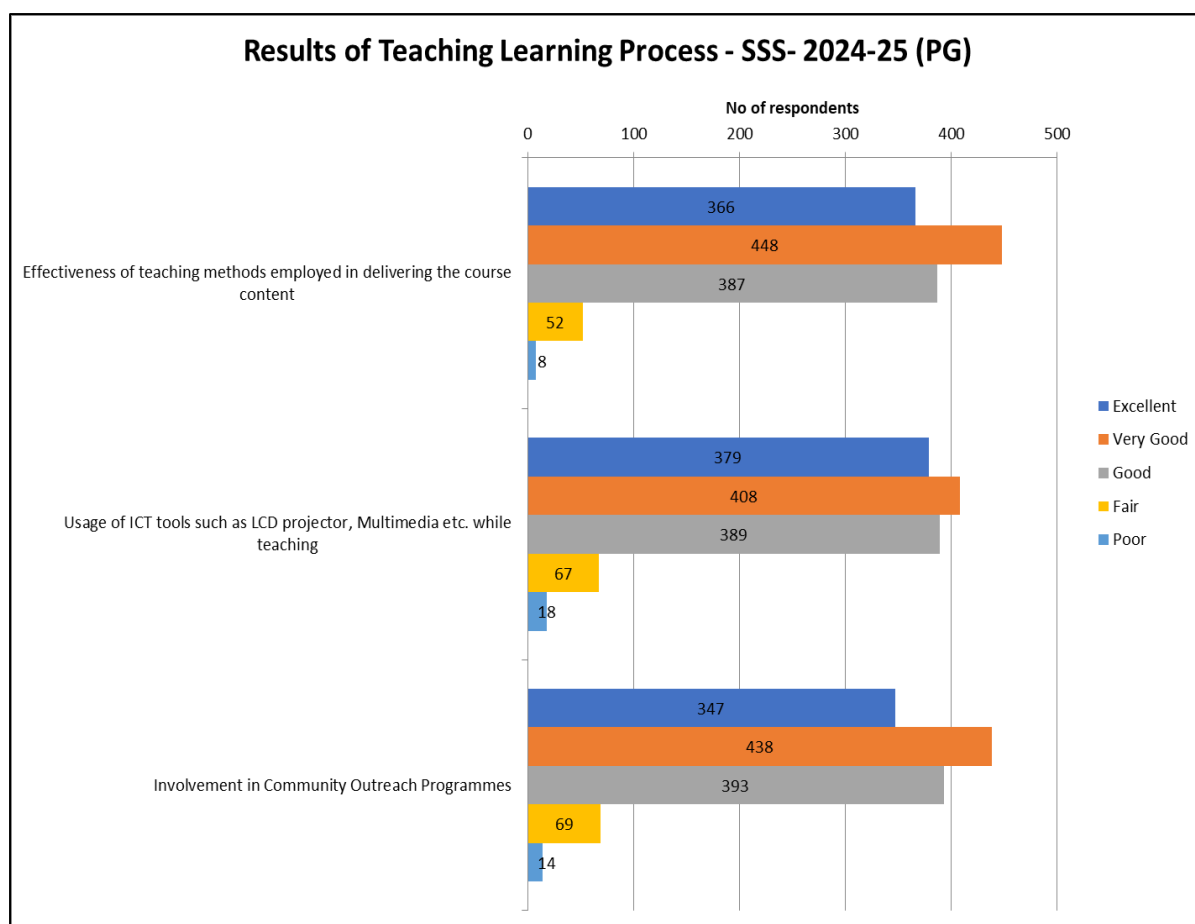
Curricular Aspects



A total of 7,566 responses were recorded across six curriculum indicators. Of these, 7,139 responses (94.33%) reflect positive satisfaction under the categories of *Excellent*, *Very Good*, and *Good*. Only 4.85% rated the curriculum as Fair, and less than 1% (0.79%) expressed dissatisfaction.

This clearly indicates that the PG curriculum is perceived as contemporary, flexible, research-oriented, and professionally relevant. High levels of satisfaction are reflected for curriculum relevance to current needs, inter- and extra-departmental flexibility, exposure to training, internships and project work, and its role in promoting research and higher studies. The comparatively higher Fair responses related to employability and entrepreneurship development indicate limited scope for further strengthening of industry-linked and startup-oriented components, while the overall PG curriculum quality remains academically robust and future-focused.

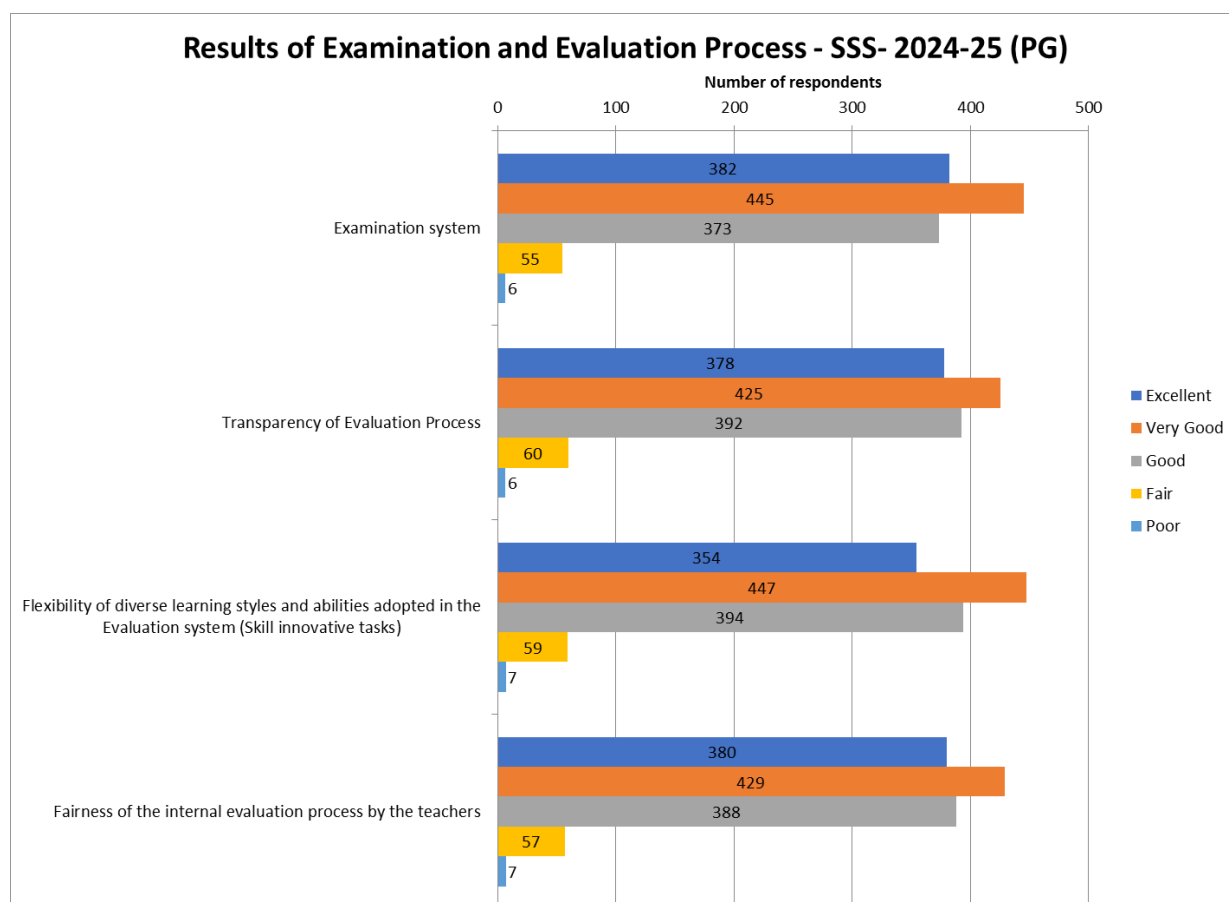
Teaching Learning Process



Across three teaching–learning indicators, a total of 3,783 responses were recorded. Of these, 3,555 responses (93.96%) indicate positive satisfaction, while 4.97% rated the process as Fair, and only 1.06% expressed dissatisfaction.

The findings confirm that the PG teaching–learning environment is highly effective, learner-centric, and socially responsive. Students strongly endorse the effectiveness of teaching methods, ICT-enabled classroom practices, and community outreach participation. The slightly higher Fair responses for ICT usage and outreach programmes indicate the need for stronger consistency and wider departmental integration, but overall teaching effectiveness and engagement remain well established at the postgraduate level.

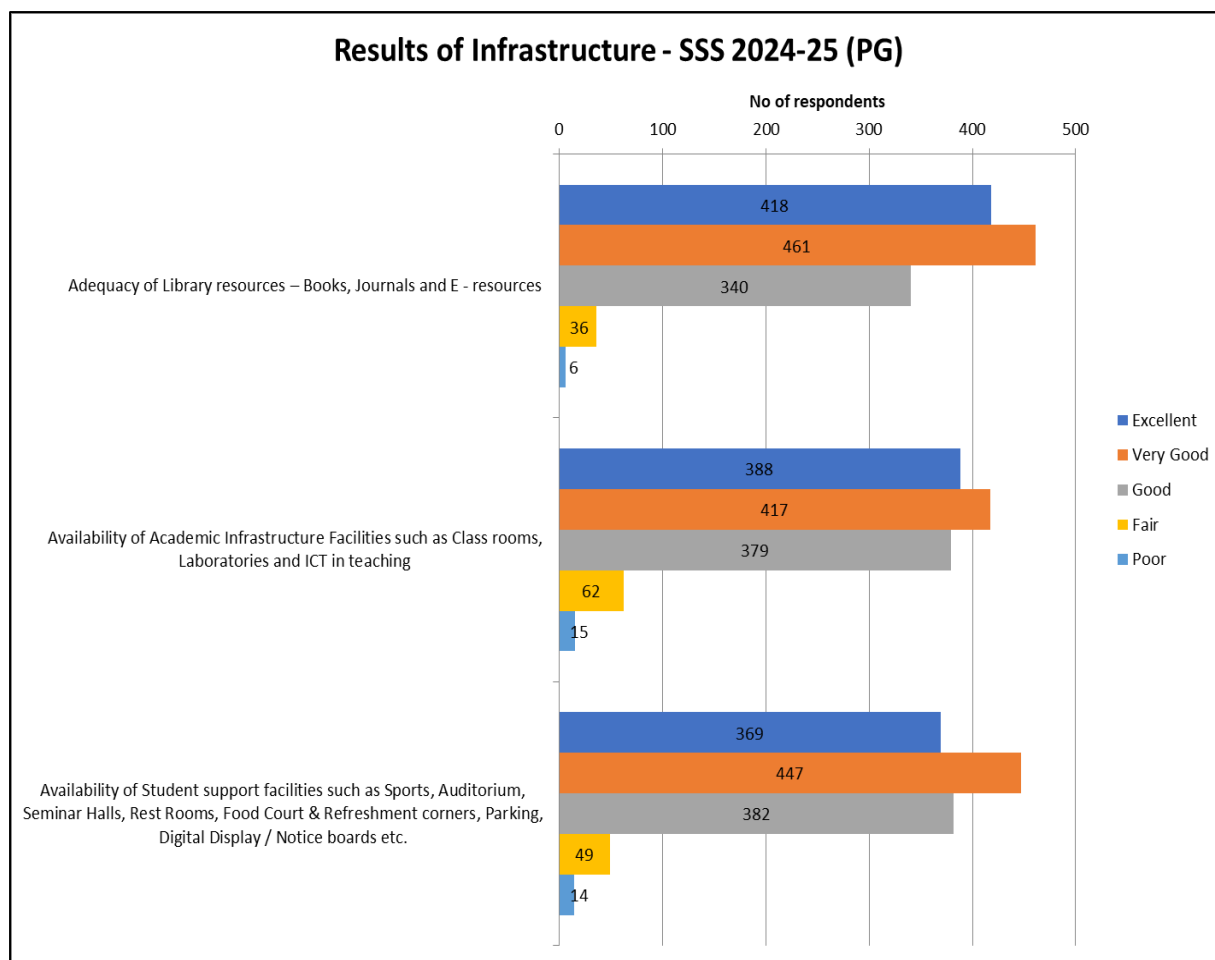
Examination and Evaluation Process



From the four examination and evaluation indicators, a total of 5,044 responses were obtained. Among them, 4,787 responses (94.91%) reflect positive satisfaction, while 4.58% rated it Fair, and only 0.51% expressed dissatisfaction.

Postgraduate students demonstrate strong confidence in the transparency, flexibility, and fairness of the evaluation system. The high approval for skill-based and innovative assessment methods reflects the institution's commitment to outcome-based evaluation. The limited Fair ratings point to minor scope for strengthening communication of assessment procedures and feedback mechanisms, without affecting the overall credibility and integrity of the examination system.

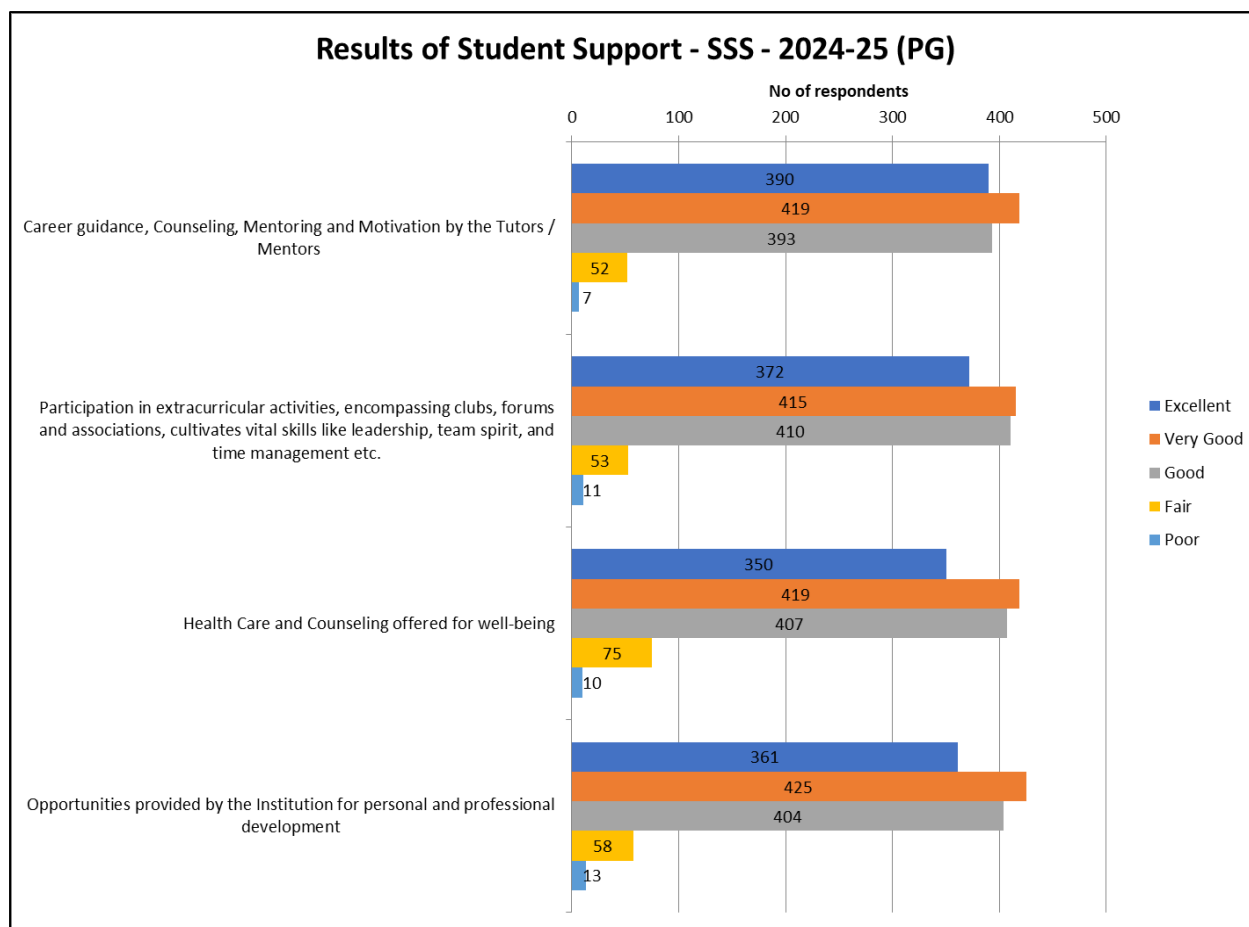
Infrastructure



Three Indicators of Infrastructure generated 3,783 responses, with 3,601 responses (95.19%) falling under positive satisfaction, while 3.88% rated it Fair, and only 0.93% reported dissatisfaction.

PG students have expressed strong satisfaction with library resources, classrooms, laboratories, and ICT facilities. The availability of student support amenities such as seminar halls, sports facilities, food courts, rest rooms, parking, and digital display systems is also well appreciated. The limited Fair responses suggest minor scope for continuous upgradation of high-usage facilities, while the overall infrastructure remains academically enabling and research-supportive.

Students Support



Student Support services recorded 5,044 responses, of which 4,765 responses (94.47%) indicate positive satisfaction, while 4.72% rated it Fair, and only 0.81% expressed dissatisfaction.

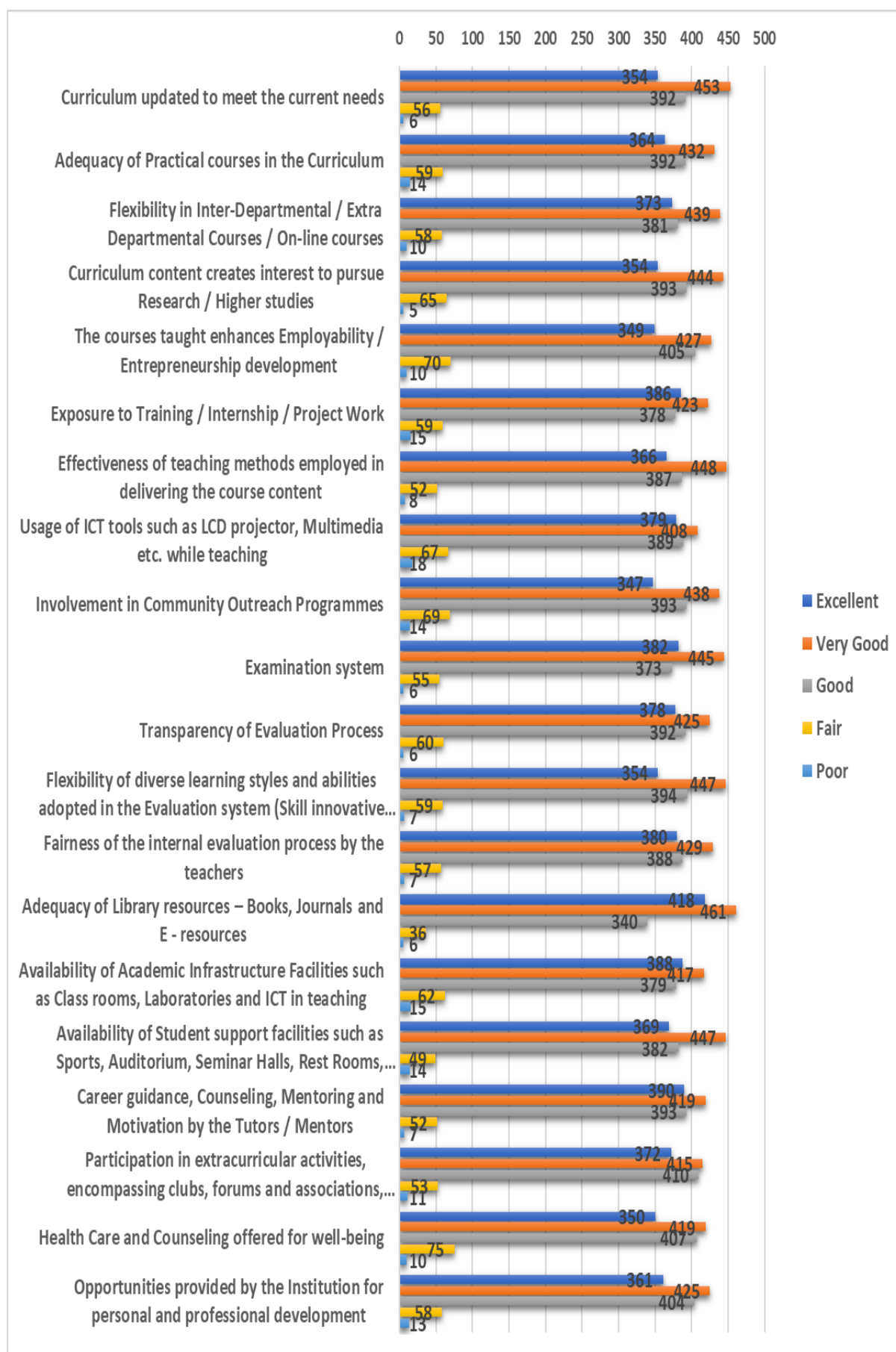
Postgraduate students strongly acknowledge the institution's efforts in career guidance, mentoring, extracurricular participation, and provision of personal and professional development opportunities. The comparatively higher Fair responses in the health care and counselling component indicate the need for further strengthening of mental health outreach, medical facilities, and wellness services. Nevertheless, the overall PG support system is perceived as holistic, proactive, and student-cantered.

Suggestions from the Feedback Forms - PG

Here are the most important suggestions from the PG student feedback:

- Upgrade advanced laboratory infrastructure with research-grade instruments (UV–Vis, FTIR, GIS tools, fermentation units, software systems, coding platforms) to match postgraduate and research needs.
- Introduce compulsory industry-linked internships, pharma/biotech/IT/management field visits, and sector-specific industrial exposure as part of the PG curriculum.
- Revise PG syllabi to include advanced technologies, analytics, coding, AI, ML, cybersecurity, survival analysis, digital marketing, FinTech and emerging interdisciplinary domains.
- Strengthen core-domain PG placements, especially for Life Sciences, Social Work, Commerce, HR, Safety, Psychology and Biotechnology, rather than non-core or generic jobs.
- Provide structured aptitude, mock interviews, group discussions, and competitive exam coaching (UGC-NET, etc.) specifically designed for PG-level students.
- Ensure exclusive project hours in PG timetables with access to lab facilities, project guides, software tools, chemicals and instruments without congestion.
- Improve PG academic infrastructure such as dedicated PG classrooms, functional projectors, high-speed Wi-Fi, upgraded computer labs and uninterrupted power supply.
- Enhance PG-level academic exposure through national conferences, research workshops, guest lectures from industry experts, and funded student research participation.
- Improve fairness, transparency and flexibility in PG academic regulations, including exam gaps, OD for conferences, CA evaluation clarity, and internship/project options in the final semester.

Overall Response Chart – PG – SSS 2024-25



Action Taken Report of Students' Satisfaction Survey (UG) 2024-25

S.No.	Feedback / Suggestions	Action Taken by the College
1	Make learning more practical and industry-oriented.	Curriculum was revised through Board of Studies with industry expert inputs. Industrial Training / Internship included as part of curriculum.
2	Adopt more interactive and student-centred teaching methods.	ICT-enabled teaching, flipped classrooms, and experiential learning methods were implemented. Faculty Development Programmes were conducted to promote student-centric teaching.
3	Regularly update the curriculum with emerging technologies and market relevance.	Curriculum is being periodically updated through Board of Studies based on industry and academic expert recommendations.
4	Strengthen career guidance, placement training and SEED programmes.	Career Guidance was strengthened with expert talks, aptitude training, and individual counselling. Placement Cell organized campus drives and career skill training.
5	Upgrade ICT, lab and classroom infrastructure.	Internet connectivity was improved, multimedia tools were integrated, non-functional projectors were replaced and classrooms were refurbished.
6	Enhance health care and mental health services.	Regular health check-up camps and professional psychological counselling services were introduced.
7	Expand participation in extracurricular and community engagement activities.	Entrepreneurship Development Cell was strengthened, and outreach activities and skill-building programmes were conducted.
8	Ensure transparency and fairness in evaluation and administration.	Timely display of marks and grievance redressal mechanisms were strengthened.
9	Provide personalized mentoring and inclusive student support.	Academic mentoring, orientation programmes, and structured feedback systems were strengthened across departments.

Action Taken Report of Students' Satisfaction Survey (PG) 2024-25

S.No.	Feedback / Suggestions	Action Taken by the College
1	Upgrade advanced laboratory infrastructure with research-grade instruments.	Procurement of advanced lab equipment such as UV-Vis, FTIR, and GIS tools has been initiated, and maintenance schedules are implemented for existing instruments.
2	Introduce compulsory industry-linked internships and industrial exposure.	Internships and field visits have been made mandatory wherever applicable, and project-based components were integrated into PG curricula.
3	Revise PG syllabi to include advanced technologies and emerging domains.	PG curriculum was revised by the Board of Studies to include AI, programming, biotechnology tools, and digital marketing. New practical courses are scheduled from the next academic session.
4	Strengthen core-domain PG placements.	Career Guidance Cell has partnered with training agencies for resume building, interview skills, and aptitude development.
5	Provide structured aptitude, mock interviews, and competitive exam coaching.	UGC-NET coaching sessions were initiated with external training agencies. Weekly aptitude and mock interview sessions are conducted.
6	Ensure exclusive project hours and improved access to labs and guides.	Practical demonstrations, lab simulations, and project-based academic activities have been integrated into the academic calendar.
7	Improve PG academic infrastructure including classrooms, Wi-Fi, and computer labs.	Smart classrooms are being upgraded with new projectors. Outdated computer lab systems are being replaced with upgraded systems and software.
8	Enhance PG-level academic exposure through conferences and research workshops.	Departments conduct monthly expert talks, workshops, and guest lectures with professionals from industry and academia.
9	Improve fairness, transparency, and flexibility in PG academic regulations.	Semester examinations are scheduled with a minimum one-day gap. Internal assessment was restructured with many options.



[Signature]

Principal
PRINCIPAL,

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