



**PSG College of Pharmacy
Coimbatore - 641004**

2.7.1 Student Satisfaction Survey- 2018

Student's feedback on their learning experience is an important part of the quality assurance system, which will provide an opportunity for the institution to evaluate its service. The feedback questionnaire enables the students to comment on the quality of courses, teachers, administrative and placement services.

Feedback Collection and Analysis

Feedback from the students was collected manually through a printed questionnaire by the institution at requisite pattern. Feedback was collected from the graduating students of B.Pharm, Pharm D & M.Pharm programmes during the graduation day ceremony

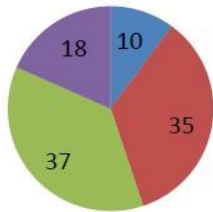
Feedback Report

	Excellent	Very Good	Good	Average	Below average	Yes	No
	(in Percentage)						
Quality of education provided (Teaching and learning)	10	35	37	18	0	-	-
Faculty	6	37	47	10	0	-	-
Infrastructure provided for curricular and extracurricular activities	33	22	37	8	0	-	-
Value addition and accomplishments on the objective	8	35	41	14	2	-	-
Administrative services	12	20	45	22	0	-	-
Correspondence and communication on students performance	4	47	27	20	2	-	-
Approachability and reception (Teachers and authorities)	6	41	27	20	6	-	-
Evaluation process	6	45	37	10	2	-	-
Value,moral education and social responsibility taught	12	20	43	24	0	-	-

Placements	14	14	16	45	10	-	-
Do you recommend relatives/neighbours/friends for education at PSGCP	-	-	-			80	20

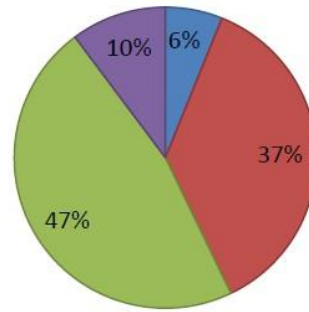
1. Quality of education & teaching

- Excellent
- very good
- Good
- Average
- below average



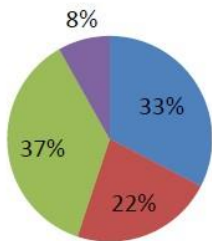
2. Faculty

- Excellent
- very good
- Good
- Average
- below average



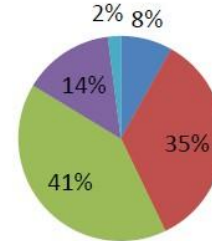
3. Infrastructure provided for curricular and extracurricular activities

- Excellent
- very good
- Good
- Average
- below average



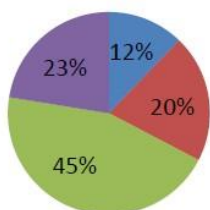
4. Value addition and accomplishments on the objective

- Excellent
- very good
- Good
- Average
- below average



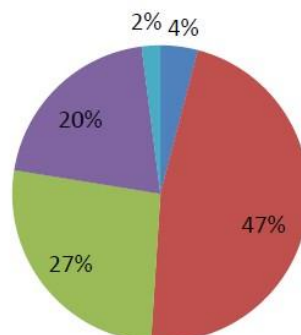
5. Administrative services

- Excellent
- very good
- Good
- Average
- below average



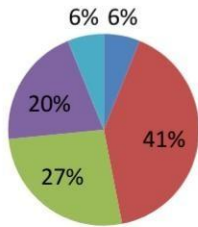
6. Correspondence and communication on student's performance

- Excellent
- very good
- Good
- Average
- below average



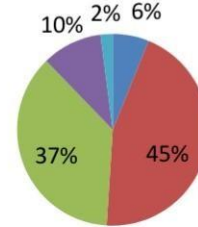
7. Approachability and reception (Teachers and authorities)

- Excellent
- very good
- Good
- Average
- below average



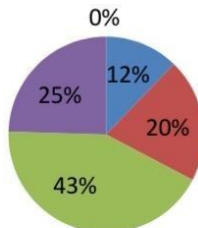
8. Evaluation process

- Excellent
- very good
- Good
- Average
- below average



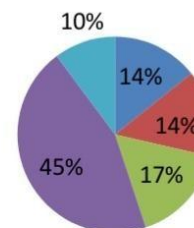
9. Value, moral education and social responsibility taught

- Excellent
- very good
- Good
- Average
- below average



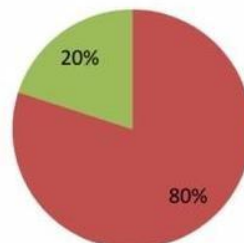
10. Placements

- Excellent
- very good
- Good
- Average
- below average



11. Do you recommend relatives/neighbours/friends for education at PSGCP

- Yes
- No



Feedback Analysis

The Head of the Institution assigns a faculty to analyse the collected feedback. The faculty analyses the feedback by compiling the collected data and reports the score to the head of the Institution.

I. Acclamation

The analysis of the students' feedback clearly depicts that they are well satisfied with the curriculum and teaching. The students highly appreciated the academic related infrastructural facilities such as library, laboratories, playground and other facilities. Teaching and quality of education provided was also highly appreciated in the feedback. Students feel that conferring awards and appreciation to students increase self confidence and offer a sense of accomplishment. The students also reported that 80% of them would like to recommend our institution to others.

II. Suggestions and Action plan

S.No	Suggestions	Action Plan
1	It is observed from the student's feedback that few of them expressed the need of more practical oriented teaching for better understanding of the curriculum.	It was suggested that teachers can include practical oriented teaching wherever possible in their subjects
2	The students expect the college to bring in platforms that would enable them to perform social activities and develop entrepreneurship skills.	It was planned to include more activities in CSR through Valarkarungal, NSS and community awareness program. It was suggested to invite more entrepreneurs to share their experiences through III program. (Institute Industry Initiative)
3	The students also expressed their need for clinical teaching and the need to improve the role of pharm D in hospital setting that would enable them to learn and practice their skills.	The request has been placed to the authorities of the hospital management to provide better exposure in hospital setting for the students