

# WILSON COLLEGE

## STUDENT SATISFACTION SURVEY (2021-22)

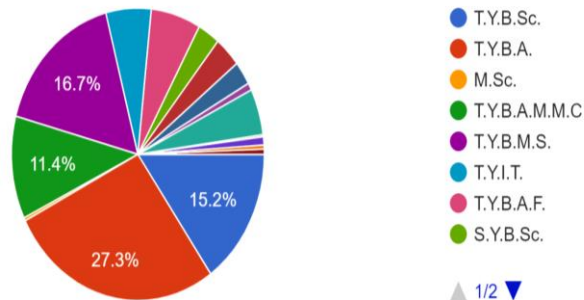
For the **880 responses** received for the survey conducted on google form from the students of Wilson College, below is the detailed Report of analysis carried out. All the questions were rated on scale of **1 to 5** where;

1 = Poor 2 = Satisfactory 3 = Average 4 = Good 5 = Excellent

The survey was carried out to get feedback from the students to know their experience at Wilson College in seven areas/ levels, namely:

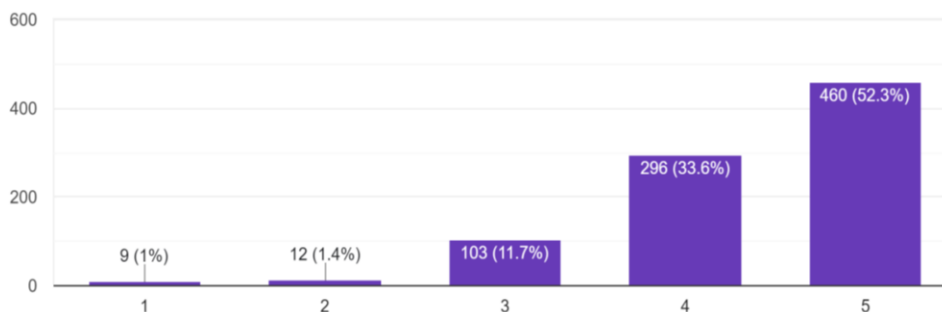
1. Quality of education received.
  2. Teacher student relationship
  3. College activities
  4. Student support
  5. Services Provided by the College
  6. Online Mode of Learning
  7. Skills gained and Values Imbided at Wilson College
  8. Any additional feedback
- Of the 880 responses collected **15.2 %** were TYBSc students, **27.3 %** were TYBA students , **11.4 %** were TYBAMMC students, **16.7 %** were TYBMS students , **5.8 %** were TYIT students , **6.4%** were TYBAF students , **2.8 %** were SYBSc students , **3.4 %** were SYBA students, **2.6%** were SYIT student, **0.8%** were SYBMS students, **5.1 %** were SYBAF students, **0.9 %** were FYBVoC students , **0.5 %** were SYBCOM students, **0.6 %** were MCOM students.

880 responses



1.a) Quality of education received In terms of **knowledge / content / information**.

**52.3 %** students found it excellent, **33.6%** found it Good, **11.7 %** found it average, **1.4 %** found it satisfactory and **1 %** found it of poor quality.

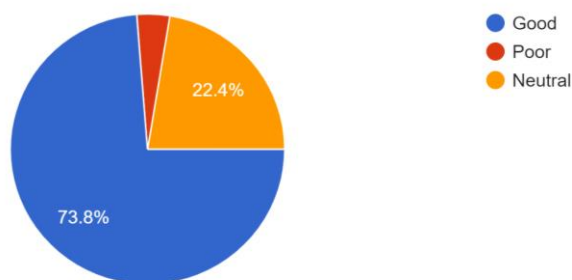


**Majority of the students (52.3%) on the basis of knowledge received, understanding of the subject, interest developed by the teacher and relevance of the subject found in the context of application to the present day global scenario were more than happy and content with the overall quality of education received at Wilson.**

**This is in tune with the colleges' vision of; To produce intellectually well trained, morally upright, socially conscious and spiritually oriented learners. Almost all i.e 99 % of the students, expressed their satisfaction in imbibing quality education at Wilson College.**

1 b) Range of **electives / subject combinations** offered by the College.

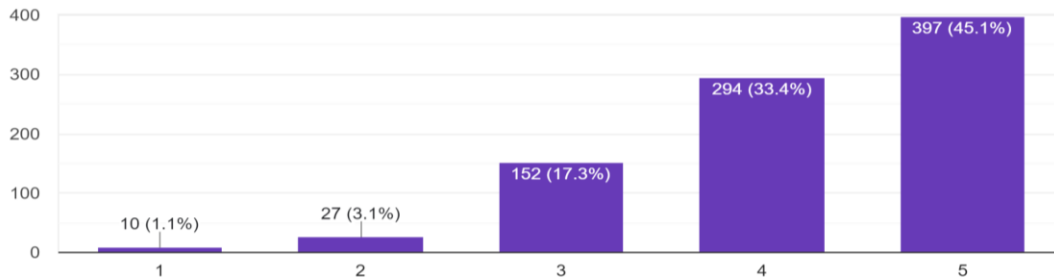
**73.8 %** felt it was Good, **22.4 %** felt it was satisfactory and **3.9%** felt it was poor.



**The college always tries to offer a wide range of subject combinations for the students to choose from. Wilson College is one of the few colleges in south Mumbai to offer such a wide range. Based on the varieties of subject combinations offered, Majority of students were more than happy with the choices whereas less than 4% expressed their dissatisfaction.**

**1c) Application of the subject in creating awareness towards family, society, environment etc.**

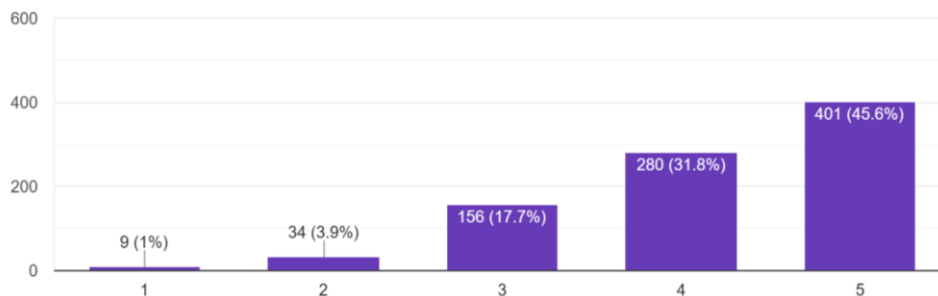
**45.1%** found the application of the subject was excellently correlated , **33.4%** found it good, **17.3%** found it average, **3.1%** found it satisfactory and **1.1%** found it poor.



Based on the data almost all i.e. **98.9 %** of students found the relevance of the subject in application towards family, society, environment etc. This also reflects the effectiveness of the teaching quality in making the subject feel applied.

**1.d) Relevance of your education at Wilson college to further education/ employment opportunities.**

**45.6%** expressed that education at Wilson College provided excellent opportunities in fetching employment or higher education. , **31.8%** found it good , **17.7 %** found it average , **3.9%** satisfactory, and **1 %** found it poor

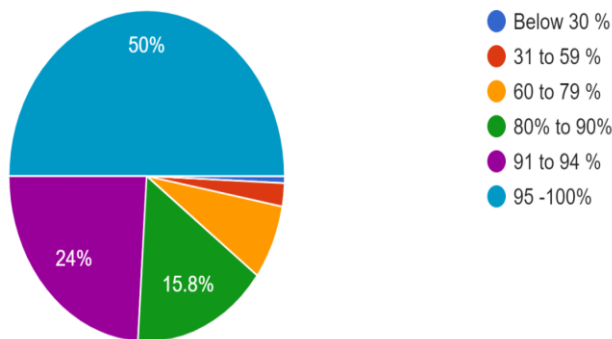


Almost all i.e. **99 %** students found education at Wilson College relevant and applicable for jobs and for higher education opportunities. This is in alignment with the mission statement of the

college which is “**To provide holistic education to a diverse student community, developing in them contemporary sensibilities and preparing them to meet professional challenges as global citizens**”.

**2 a) Percentage of the syllabus covered in the online and offline classes .**

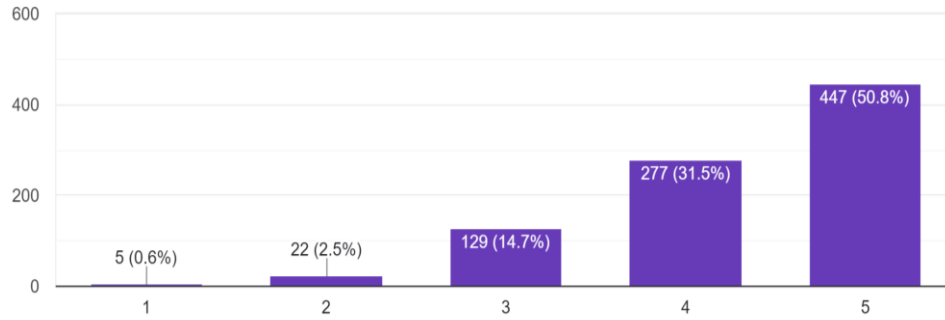
**50 %** reported **95 to 100 %** syllabus completion, **24 %** reported between **91 - 95 %**, **15.8%** between **80-90%**, **7.3 %** between **60-79%**, **2.3%** between **31-59 %** and **0.7 %** reported below **30%**.



**Almost all i.e. 99.3 %** students opined that the syllabus completion was between **70 and 100 %** whereas less than **0.7 percent** of the learners opined that the syllabus was completed **less than 30 percent**. Presenting the complexities of COVID-19 challenges the teachers have given their best efforts to complete the portion in a blended style of learning both online and offline.

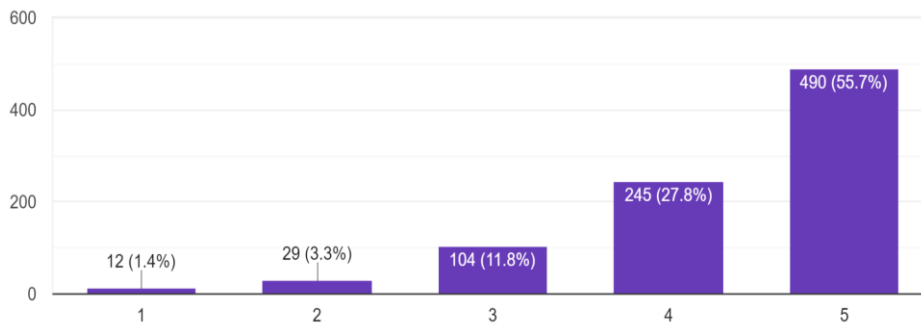
**2.b) The rapport with/inspiration from the teachers you have interacted with.**

**50.8 %** reported **excellent rapport** , **31.5%** **good**, **14.7%** **average**, **2.5%** **satisfactory** and **0.6 %** found **poor**.



**99.4 %** students opined that their rapport with their teachers were cordial. **More than 50 %** students reported excellent rapport whereas only **0.6 %** of students found it difficult to establish proper rapport.

### 2.c) Accessibility to your teachers in person or via phone call / Whatsapp

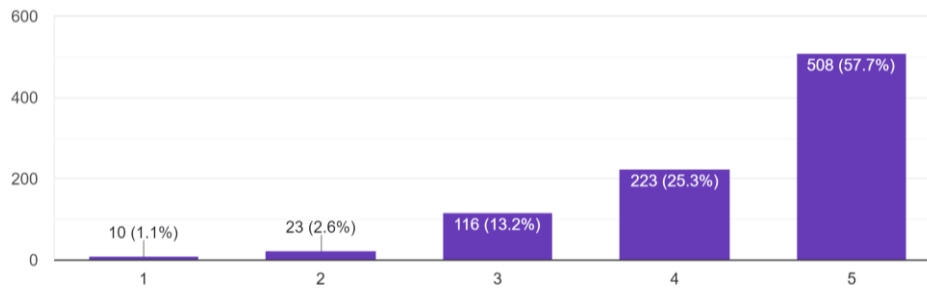


**55.7%** of the students were able to reach out to their teachers **in an excellent way** , **27.8%** students found the accessibility of teachers good, **11.8%** found it **average**, **3.3%** were **satisfied whereas** , **1.4%** reported the accessibility of their teachers **as poor Overall 98.6%** of the teachers could satisfy their students demands of being accessible to them in time of need especially during **COVID -19 pandemic**.

All most all i.e. 98.6% of the students appreciated the care affection and special attention given by the teachers during the testing time.

### 2d) Academic and personal help / support provided by teachers.

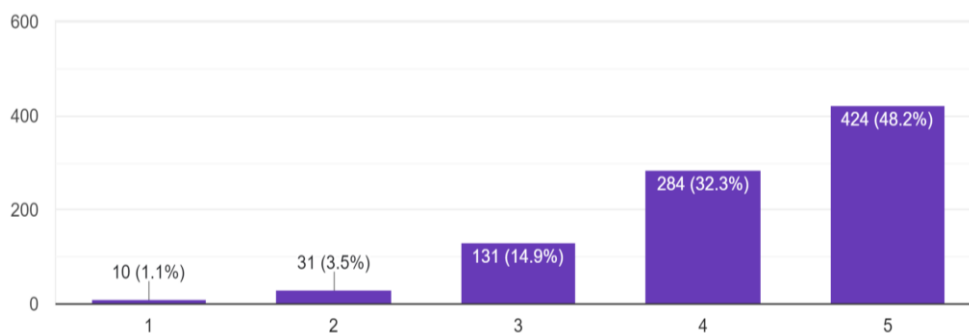
**57.7 % expressed excellent** teacher support , **25.3 %** expressed that the support was **good**, **13.2 %** felt it as **average**, **2.6 %** found support extended as **satisfactory and 1.1 %** found it of **poor quality**



Considering the COVID-19 pandemic teachers had a vital role to play in reaching out to students for any and every type of support required. **Almost all** the students i.e. **98.9 percent** of the students were satisfied with the academic and personal support received from their teachers. **At Wilson students find the college home away from home** and it is heartening to see many students come back to the college and visit their mentors. They have continued to maintain their interaction **and bond of affection**.

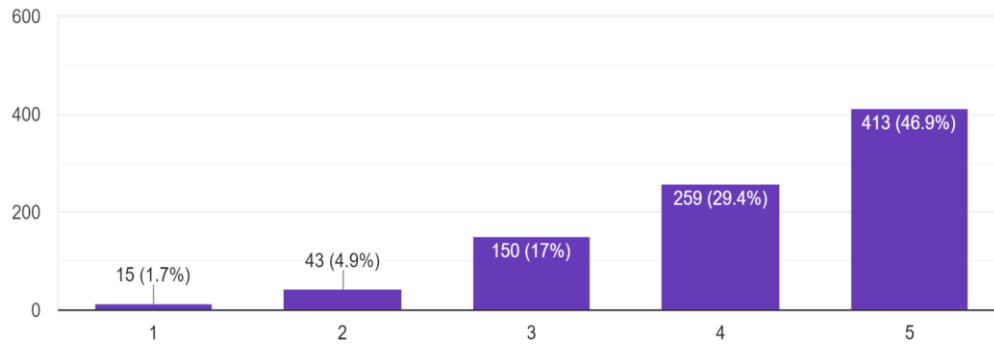
### 3.a) The frequency and variety of academic seminars/presentations organized by college.

**48.2 %** of students rated it excellent, **32.3 %** rated it Good, **14.9 %** found it average , **3.5 %** rated it as **satisfactory** and **1.1 %** found the frequency of seminars and conferences organized as **poor**. Based on the analysis given below considering the blended form of activities being carried out in the pandemic time **98.9% students** were satisfied with the number of activities especially seminars and student related presentation carried out.



### 3b) Quality and impact of cultural/extracurricular activities conducted online/offline.

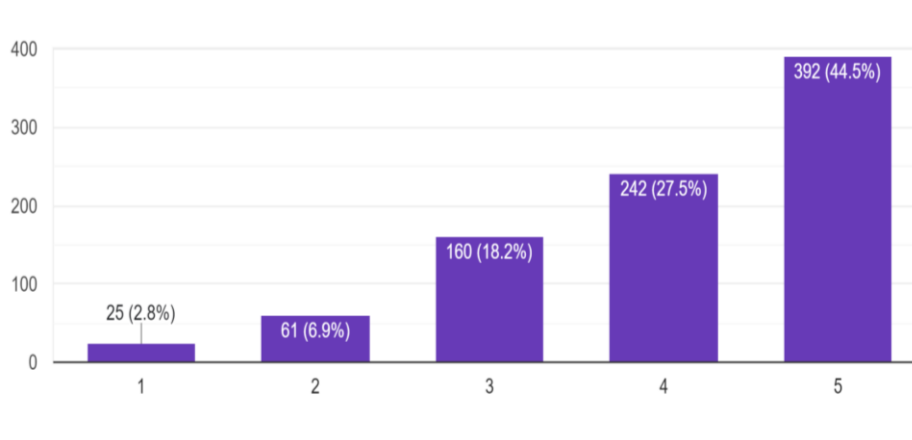
**46.9%** rated it **excellent**, **29.4%** rated it **Good**, **17%** rated it **average**, **4.9%** rated it as **satisfactory** and **1.7 %** rated it as **poor**



On the basis of the variety and frequency of Co-curricular Activities conducted by Nature Club / Departmental Societies, Clubs, Other Groups and facilities for cultural activities provided by the college for the students, majority **98.3% students** felt they **were benefited and were satisfied** whereas **1.7 %** felt that the activities and facilities could not meet their expectations.

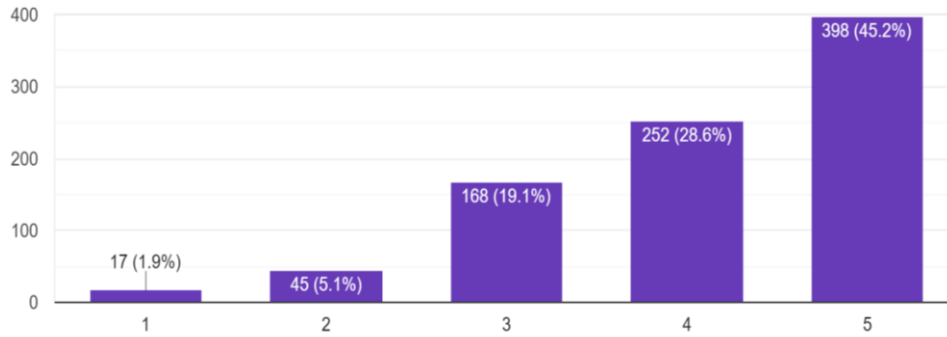
**4.a) Awareness of financial aid and scholarships available to students in general.**

**44.5 %** were well aware, **27.5 %** were aware, **18.2 %** were not so well aware , **6.9 %** were slightly aware and **2.8 %** were not aware at all.



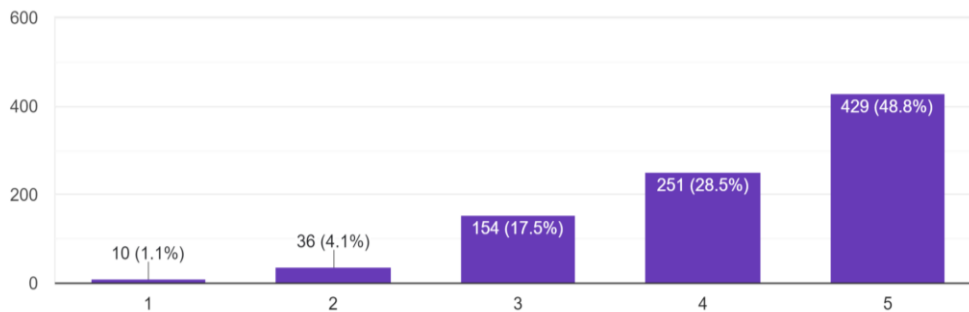
**With the current Financial Aid and Scholarships available** to students in general most of the students **i.e. 97.2 %** were aware and were satisfied with the support provided. Only **2.8%** of students were found to be unaware of these support facilities.

**4b) Frequency and quality of career talks and programs organized at the college / department level**



Based on the survey on frequency and quality of organizing career talks and programs for students by the college and individual departments and their impact on them, **98.1 %** of the students were **satisfied**. **73.8 %** of the students rated the frequency and effectiveness in the range of **excellent to good**. Whereas **only 1.9 %** of the students expressed their **unhappiness and suggested improvement**.

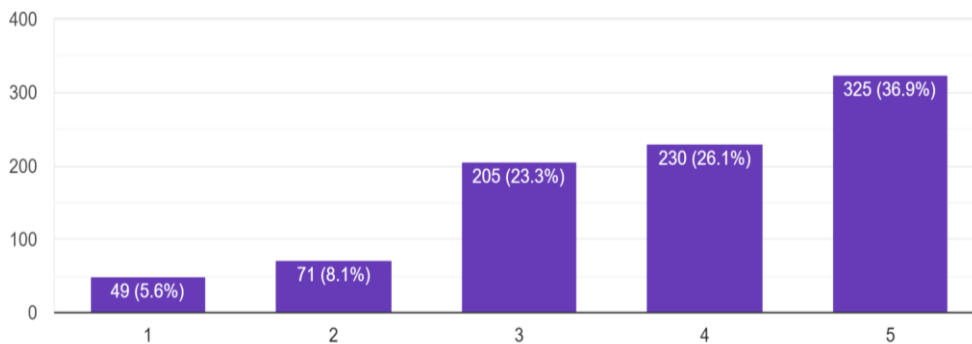
#### 4c) Quality of academic support (remedial / tutorial / reference / reading material)



**A majority of students i.e. 98.9 %** expressed **satisfaction** with respect to the **quality of academic support** received by them from their teachers and the departments in the form of remedial/tutorials/reference/reading material. This was possible only because many departments have their own departmental library and internet facility along with dedicated staff members.

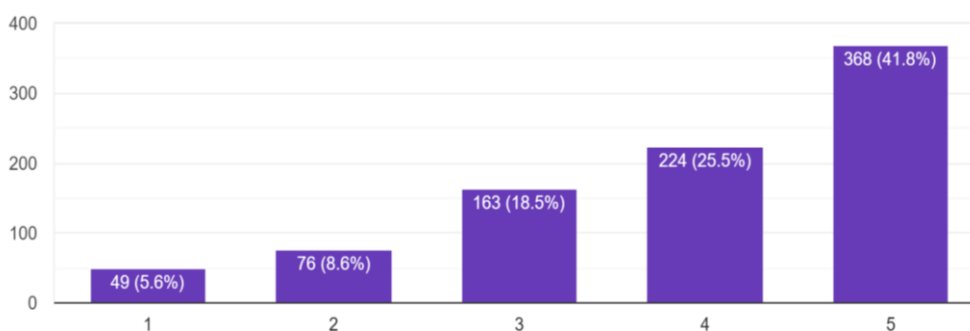
#### 4d) Online activities conducted by the Placement Cell of the college.





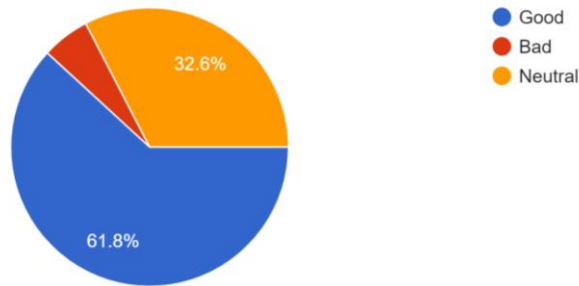
As the college does have a placement cell with an incharge and a committee managing the affairs, **94.4 %** of the students were **satisfied with their efforts** in conducting placement related activities. Many of the students decide to take up higher education and hence take an experience of the interview process but decline the offer when selected. Only **5.6 %** of the students rated activities as **poor**.

**5a) You would rate the attitude of the college office staff as:**



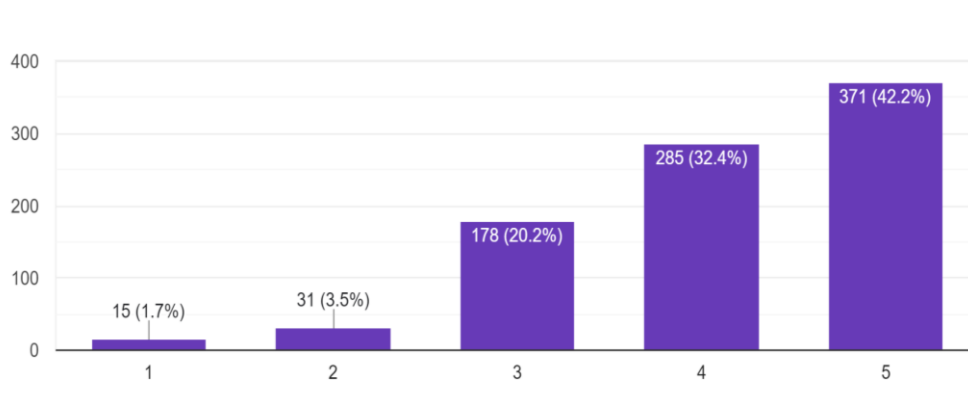
A large **94.4 %** of the students were satisfied with the attitude of the College Office whereas **5.6 %** were vocal enough to opine that the staff should improve upon their attitude towards the students.

**5b) The offline / online services provided by the college office staff**



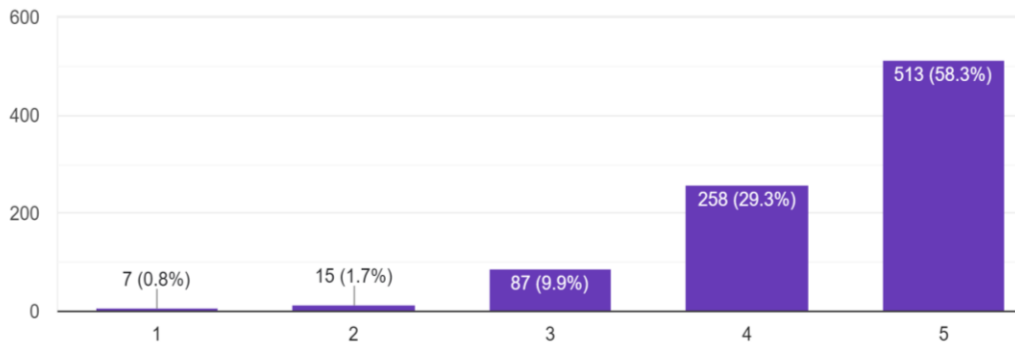
**61.8 %** of the students found the service provided by the office staff as good and up to their expectation **while 5.6 %** of the students rated the services as of **poor-quality leaving scope for improvement. 32.6%** of the students chose to remain **neutral about** their opinion. The college definitely would try to convert the 38.2 % of the students opinion into good quality.

**5c) Rate the availability of study material available through the library.**



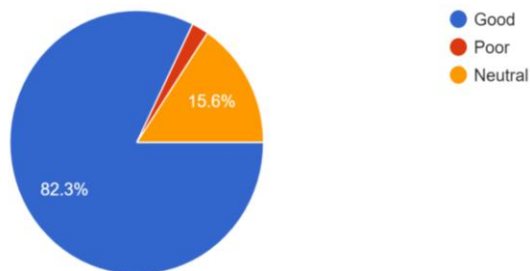
Wilson College library is one of the oldest libraries in the city. The services of the library are appreciated by many and **a majority of the students i.e. 98.3 % were satisfied with 74.6 % rating the library between excellent to good source of learning facility.** A small percentage of the students i.e. **1.7 %** expressed their **dissatisfaction.**

**6a) Effectiveness and security of the online platform (Google meet) used by the college.**



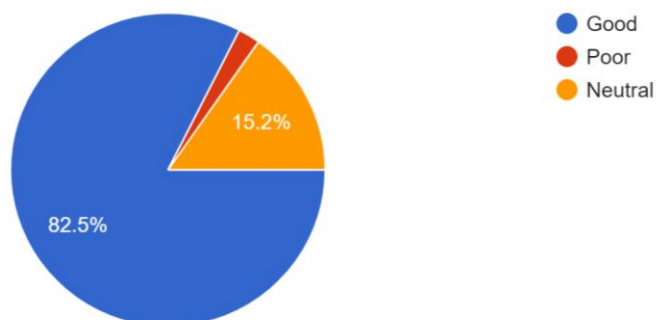
The restrictions of physical attendance due to COVID -19 pandemic were extended in the academic year 2021 -22. Thus efforts were made to deliver the curriculum via the online as well as offline mode for which the college opted for google meet platform. The College made provisions for smart phone devices for some needy students along with the internet packages. **58.3 %** of the students found the online google meet platform provided by the college **excellent**, **40.9 %** students rated the services between **good to satisfactory** whereas only 0.8 % students rated the online platform as poor .

#### 6b) Effective use of Google classroom in the teaching - learning process.



As efforts were made by the teachers to deliver the curriculum via the online mode for which the college opted for google meet platform, the teaching learning process had to be both adopted and adapted to this new technique. Teachers underwent rigorous training to be efficient deliverers making use of several fascinating and interesting modules and programs. Lectures, practicals, assignments, study material and even a few examinations were conducted in the online mode. There were many pros and cons of this new tool. **82.3 %** of the students found the online teaching- learning process **good and effective**, Only **2.1 %** students rated the effectiveness as poor.

### 6c) Effectiveness of teaching - learning in offline mode

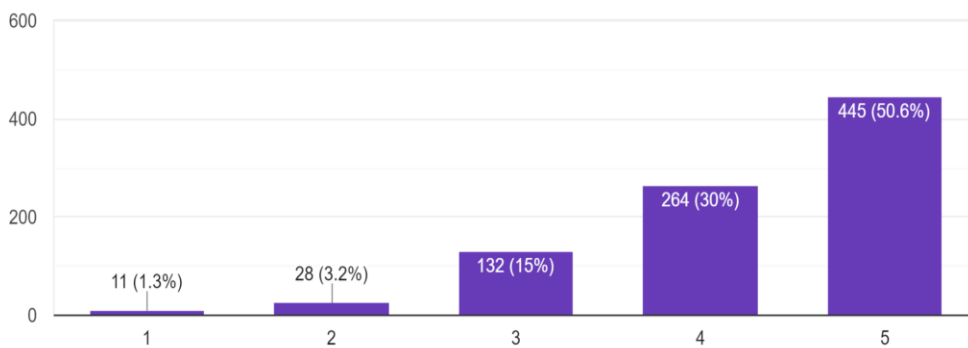


Teachers had to perform a dual task of conducting classes both in offline as well as online mode for those who could not attend the college physically.

Lectures, practicals, assignments and even examinations were conducted in the blended mode. The offline mode was both enjoyed and effective by the teachers as well as the students.

**82.5 %** of the students found the **offline teaching- learning process good and effective**, whereas **only 2.3 %** of the students rated the effectiveness as poor.

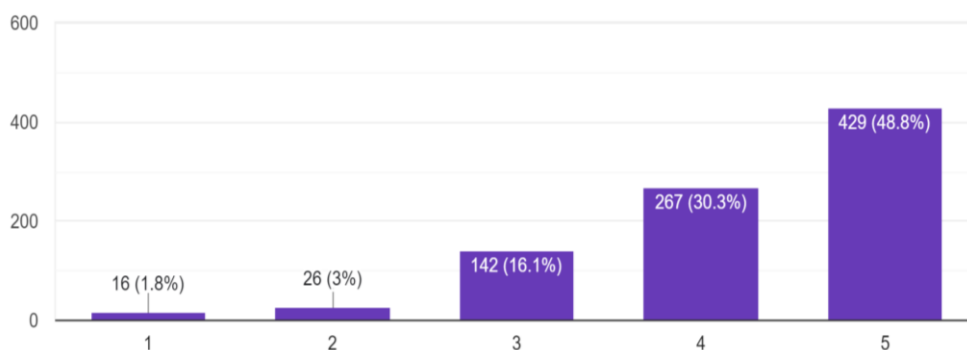
### 6d) Convenience and flexibility of the timetable for online classes /practicals.



A daunting task was to design and implement the time table as the sessions were conducted in both online and offline mode. Students had the freedom and choice for attending either.

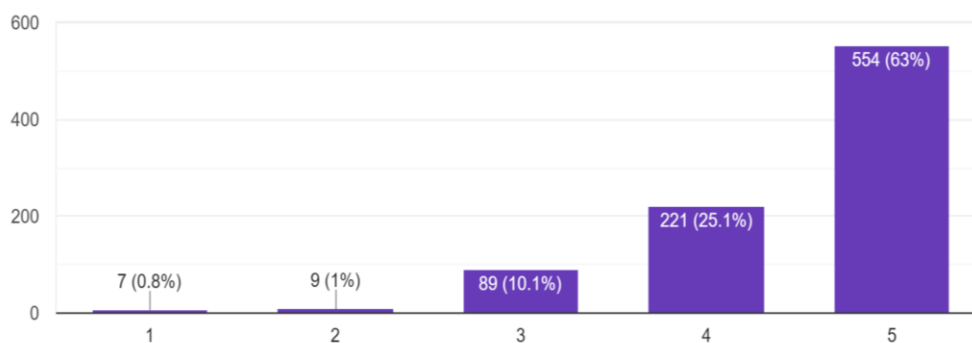
**98.7 %** of the students found the **online** time table **flexible , effective, convenient and satisfactory**, whereas **only 1.3 %** of students felt otherwise. This may be due to **network issues in remote places and device charging due to power failures especially in village areas**.

**6e) Convenience and flexibility of the timetable prepared for offline classes/ practicals.**



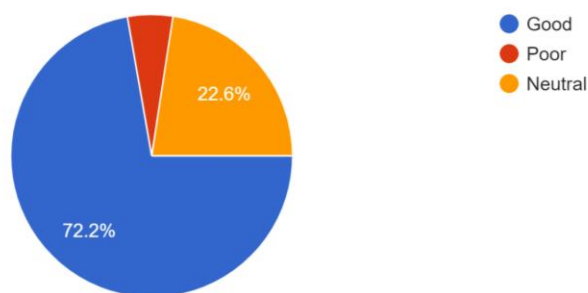
The daunting task to design and implement the time table in both online and offline mode was successfully met. Students had the freedom and choice for attending either. **98.2 %** of the students found the **offline** time table **flexible, effective, convenient and satisfactory**, whereas **only 1.8 %** of students felt otherwise as **there was a reduction in public and private transport systems owing to the pandemic restrictions**.

**6.f) Effectiveness and flexibility in the conduct of online examinations.**



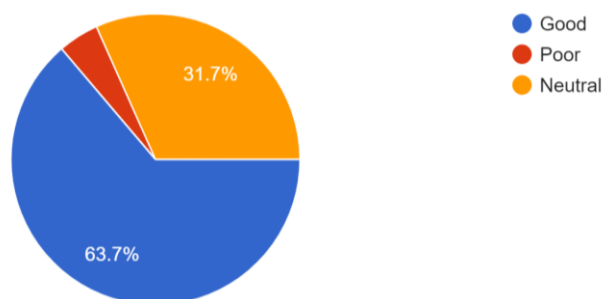
The college adopted the online mode of examination by outsourcing it to Eklavya online examination system. The system was tried, tested and approved by the examination committee of the college. **99.2 %** of the students found the system satisfactory and effective whereas **only 0.8 %** of the students found it **poor**. **63 %** of students rated it excellent.

**6g) Sufficiency of Classroom Facilities (in terms of blackboard / fans / furniture and lights)**



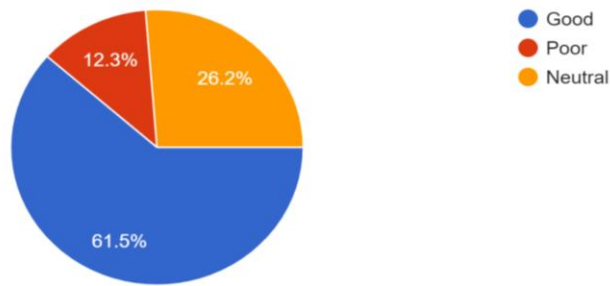
**Wilson College established in 1832** is a founding college of the University of Mumbai and has a heritage building just across the marine drive beach. There are separate buildings for aided and unaided programmes. The infrastructure is a blend of old and new units. Most of the students i.e. **72.2 %** expressed **satisfaction** and rated the classroom facilities as **good**. Only **5.2 %** of the students rated the classroom and infrastructure facilities as **poor**.

**6h) Laboratory facilities (in terms of sufficient space, equipment and maintenance )**



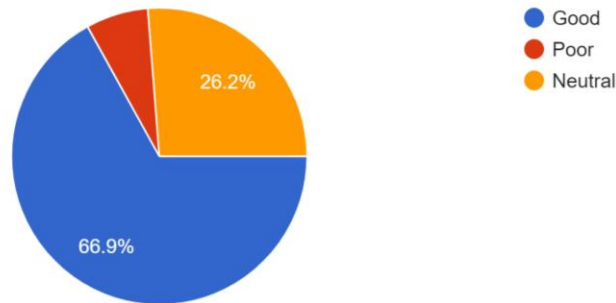
**Wilson College established in 1832** is a pioneer in many aspects of education affiliated to the University of Mumbai. Along with separate buildings for aided and unaided programmes it has separate and spacious laboratories equipped with modern and contemporary instruments for each subject. Most of the students i.e. **63.7 %** of students expressed **satisfaction** and rated the laboratory facilities as **good**. Only **4.6 %** of the students rated the classroom and infrastructure facilities as **poor** whereas **31.7% of the students** chose to remain neutral.

**6i) Adequacy of facilities in Boys and Girls Common Room (in terms of space and bathrooms)**



Wilson College has separate boys and girls common room (with attached toilets, sitting arrangement and incineration facility). The college has deployed housekeeping services to maintain cleanliness and hygiene on the campus. There are sufficient washroom facilities in each of the three buildings on the campus. The campus also has washroom for differently abled students.

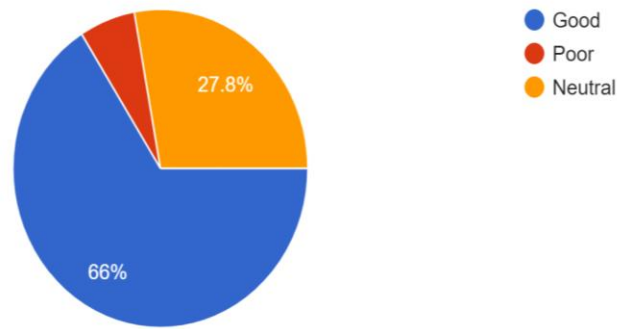
**7a) Frequency and quality of skill - building activities and programmes conducted online for students.**



As there was limited scope to organize offline activities due to pandemic restrictions stress was given in organizing maximum activities in online mode.

Based on the frequency of organizing the Skill-building activities and programs for students in online mode and their impact on the personality of them, **66.9 %** of the students were **satisfied and rated the frequency and effectiveness as good.**

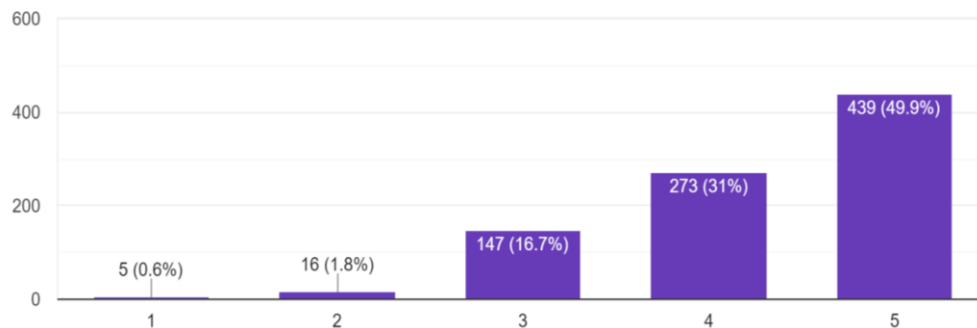
**7b) Quality of skill building activities and programmes conducted offline for students.**



Wilson College has been running a four week program called the Cooperative Education Program for more than four decades which especially stresses on developing skills in a select student of the second year. Departments at their level and the placement cell also organize skill development programs for students.

Based on frequency and quality of the Skill-building activities and programs organized for students in offline mode in the college, as per the survey, **66 % of the students** were **confident enough** to state that they gained the skills & knowledge at Wilson College to develop their personality to take a step forward and rated the quality of these programs as good and effective. **27.8 %** of the students remained **neutral** about the quality of the skill development programs whereas **6.2 %** of the students rated the quality as **poor**.

**7c) The values (personal / social) promoted in the institution**



Adhering to the mission of the college; To provide holistic education to a diverse student community, developing in them contemporary sensibilities and preparing them to meet professional challenges as global citizens, **almost all i.e. 99.4 %** of the students opined that they have **gained enough insight**



**with respect to values both social and personal for being a better citizen of the country** who can contribute richly to the nation based on the social/personal values promoted in the college. A small fraction of **0.6 %** opined it of **poor quality** which needs to be improved.

**8) Any additional feedback on the overall college experience.**

**Below are some of the unedited responses which have been pasted to ensure the authenticity of the views expressed by the students.**

- It was a great experience in college and always cherish it lifetime
- Enjoyed my time at the college specially in the first year when it was in offline mode.
- Wilson College gave me a really good college experience.
- It was great experience, the facilities provided are really helpful, and the environment is the best thing I like the most about Wilson college,
- No comments
- I am glad that I was part of Wilson College.
- Please Develop a better Boys Common Room
- College has overall helped me to become more confident and comfortable in my being and at the same time to stay aware, work hard and stay humble. It has given me immense opportunities and bestest memories for which I'll always be grateful for.
- Would suggest for the college to be strict about attendance as it will make students sincere towards attending lectures
- Make learning participative and more practical based, include presentation for students as it will help build their confidence, make them aware about internships/part-time jobs for experience, give importance to extracurriculars.
- Compulsory attendance for seminar discussions about current affairs every now and then, political issues, discussions on topics of research, gender equality, feminism, etc would help students stay aware and knowledgeable as citizens.
- Actively lookout for managing college's social media page for people to know more about the things happening in college and in a way for the alumnus to stay connected
- Would be great for the college if we were to have a "officialhumansofWilson" or Humansofwilson" page on Instagram for people to read impact building stories of professors and ex-students from the college.

- All the lectures have been really supportive and helpful during these 3 years. I could have never asked for a better college experience!
- Overall it's a very good experience with Wilson College. I enjoyed my college journey.
- Washroom and common room need to be more well-kept and should have better facilities
- Instrumentation in the labs aren't updated or repaired
- The office staff needs to be more well managed and should properly communicate with the students
- Classes should be made more accessible for differently abled students
- Circulation of information among and within departments need to be more efficient
- There should be more organized management in college office staff with respect to documentation. Rest all in the college are amazing teachers all totally understanding
- I would like to see more components related to Forensic Psychology in the syllabus.
- There aren't enough sockets for laptops, especially those that are accessible to teachers near their tables. The same applies to the AV room near the long table. The sockets there are hard to access.
- There is a need for Western toilets since Indian toilets are not accessible to all. In general, it would be nice to see toilets available on each floor in the buildings. It improves accessibility for students with disabilities as well.
- Please improve the college infrastructure and please improve the attitude and efficiency of office staff. Thanks