

## WILSON COLLEGE

### STUDENT SATISFACTION SURVEY (2019-20)

For the 223 responses received for the survey conducted on google form from the students of Wilson College, below is the detail 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

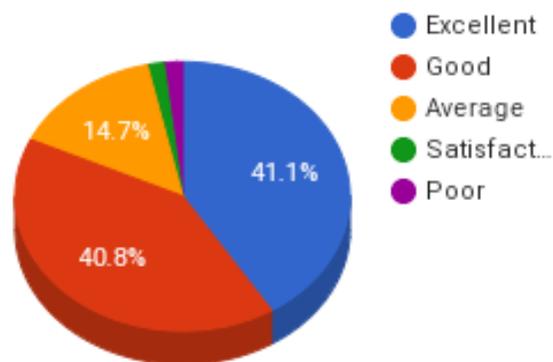
The survey was carried out to get feedback from the students to know their experience at Wilson College in seven areas/ levels, namely:

1. Quality of education received.
2. Teacher student relationship
3. College activities
4. Student support
5. Infrastructure
6. Overall student development
7. Any additional feedback

1) For the Quality of education received:

41.1% students found it excellent, 40.8% found it Good, 14.7% found it average, 1.6 % found it satisfactory and 1.8 % found it of poor quality.

**Quality of Education Received**



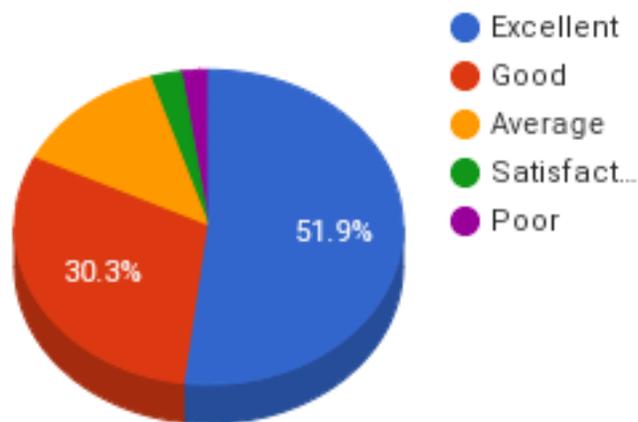
Majority of the students (81.9%) on the basis of knowledge received, understanding of the subject, interest developed by the teacher and relevance of

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 men and women. Almost all i.e. 98.2 % of the students expressed their satisfaction in imbibing quality education at Wilson College.

2) For Teacher- student relationship:

51.9 % felt it was excellent, 30.3 % felt it was Good, 12.9 % felt it was average, 2.6 % felt it was satisfactory and 2.3% felt it was poor.

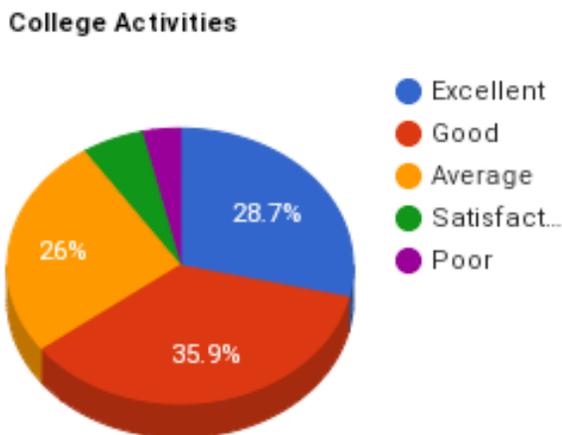
**Teacher-student Relationship**



Based on the care/concern shown, rapport established , accessibility and academic and/or personal help/support rendered by the teachers, the majority of the students (82.2 %) experienced that the Teachers could fulfill the above mentioned expectations. At Wilson the student finds the college home away from home and it is heartening to see many students come back to the college to visit their mentors and have continued to maintain their interaction and bond of affection.

3) For College activities:

28.7 % rated it excellent, 35.9% rated Good, 26% rated it average, 5.8 % rated it satisfactory and 3.6 % rated it poor.



On the basis of the frequency and variety of academic seminars/presentations, the variety and frequency of Co-curricular Activities namely Nature Club / Departmental Societies, Clubs, Other Groups and facilities for cultural activities provided by the college for the students, majority 64.6% students felt they were benefited, 26 % felt they were fully satisfied whereas 3.6 % felt that the facilities could not meet their expectations.

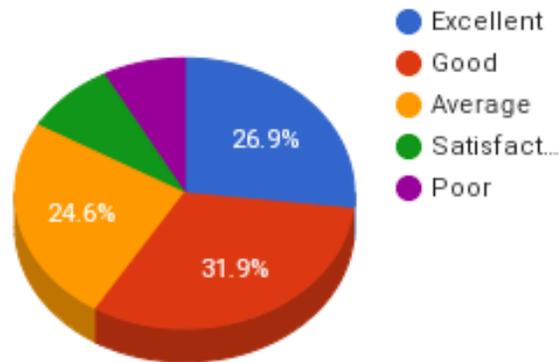
4) For Student support

26.84% reported it is excellent, 31.84% reported it is good, 24.68% reported it is average, 8.7% reported it is satisfactory and 7.98% reported it is poor.

With the current Financial Aid and Scholarships available to students in general, Frequency and quality of Career talks and Programmes organized at college / Department level, Personal attention / help provided in the form of counselling / mentoring system, Academic support in terms of remedial / tutorial / reference / reading material provided/available and Placement facility provided by the College, majority 58.68 % of students could avail of these, fulfill their

expectations and were benefited. A smaller fraction 7.98 % of students suggested improvement in them.

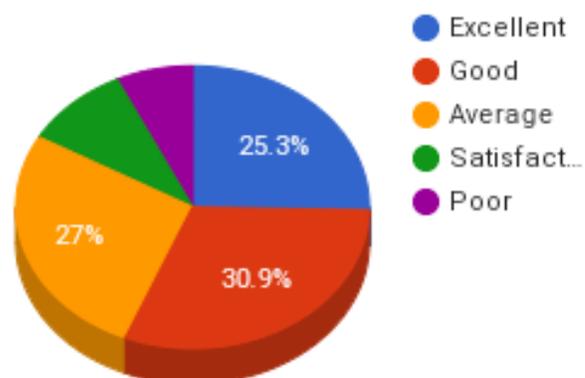
**Student Support**



5) For Infrastructure:

25.3% commented it as excellent, 30.8% commented it as good, 27% commented it as average, 9.7% commented it as satisfactory and 7.03% commented it as poor.

**Infrastructure**



Wilson College main building is a heritage structure. In Spite of a lot of limitations and restrictions faced in maintenance, 56.1 % students feel the Management's efforts have been successful in making their stay on campus

comfortable and enriching. 54 % students felt that the basic facilities of the classroom were more than satisfying 7.2 percent felt the need for improving them. 61.9 % students were completely satisfied with the use of audio visual aids by the faculty whereas 4.9 % of students expressed the need to improve upon.

A total of 61.9 % of students made use of the library facility in the college, which is one of the college's strengths while a small fraction of 5.4 % hardly made any use of it. 52.5 % of students who have made use of the sports facilities found the infrastructure facilities best fulfilling their requirements. 26.9 % students did not make use of the sports facilities whereas 37.2 % of the students were fully satisfied.

Majority 54.3 % of the students found the laboratory facilities fulfilling more than the prescribed requirements, whereas 34.5 % of the students were fully satisfied with them. 75 % of the students were satisfied with the common room facilities and 85 % of the students appreciated the greenery on the campus.

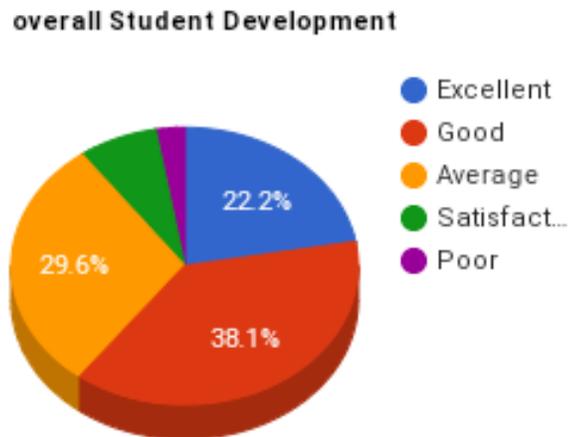
A large 72 % of the students were satisfied with the attitude of the College Office Staff when they interacted with them. 73 % of the students found the service provided by the office staff satisfactory and up to their expectation. 12 % and 11.2 % students respectively were of the opinion that the staff should improve upon their attitude and services towards the students.

A large fraction 93.5 % of the students expressed their complete satisfaction with the on campus medical facilities provided by the medical centre of the college. Maximum number 93.8 % of the students felt that the space in the college is fully utilized for various activities.

Hence it is gratifying to note that the majority of the students have acknowledged that the infrastructure has been utilized to its fullest capacity and to their full satisfaction.

6) For Overall student development:

22.2% opined excellent, 38.1% opined good, 29.6% opined average, 7.4% opined satisfactory and 2.7% opined poor.



Based on frequency and quality of the Skill-building activities and programs organised for students and the social/personal values promoted in the college, as per the survey, majority 60.3 % of the students were confident enough to state that they find themselves better equipped with the skills and knowledge gained at Wilson College to develop their personality to take a step forward.

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. 97.3 % of the students opined that they have gained enough insight and skills from the holistic education the college has to offer in order to sustain and make an impact in the competition driven challenging situations.

7) Of the total 67 responses who gave their opinion in this questions on few additional feedback, below are some responses which are reproduced:

1. Students need more clean washrooms and a good supply of water in the same.
2. Overall all the activities, educational knowledge, sport training, laboratory, library services provided by Wilson college is excellent.
3. I enjoyed every single day of my college life, from FYJC - TYBA I had an amazing learning experience and an unforgettable Memories, Staff Members are very good and

caring, their way of explaining the subject is very informative, Since 2014, I learnt many new things and it all shaped me and made me into a complete new person who I am today. Wilson College is a Blessing; I Thank JESUS for Taking Me to This Place. Chapel is one of the most Beautiful Places in College. College Chapel is My Favorite Place, I Encountered JESUS and Experienced HIS Great Love for Us, I am truly Blessed by Learning life lessons from The Bible taught during the Chapel Service along with Other Subject Learning experiences.

4. The Physics lab requires better quality of equipment. The physics faculty is one of the best in the city, but we were unable to learn outside the syllabus, because, due to lack of properly working lab equipments, our free time/ lab time would be spent troubleshooting the equipment to "make do", after which, I personally would be too exhausted and frustrated to do anything more.

5. One request college office staff doesn't do the needful work of students in a team expected of university level.

6. College Office staff members are very rude not all but few of them. Also when we approach them they at times don't entertain us and provide us the help needed or give us proper information.

6. Boys common room to have a proper water facility, if possible the ticket concession counter to be opened before 11:30 am.

7. No Placement facility provided by college ,BAF students never got the opportunity in the finance sector.

8. Additional extra-curricular opportunities in terms of experience and resumé building activities should be made available.

9. I will never forget what this college has given me. I have built my personality, confidence through various activities organized in this college. I was also able to excel in academics and sports. I will always remember the time I have spent in this college. The faculty and the support staff were very helpful. The elective subjects chosen by the BMS department were very interesting. The best part of this college is that it does not burden the students with a lot of academic work and gives time for extra curricular activities also. Thank you for being a part of my BMS journey and making it memorable!!

10. Teachers were changed every semester and in the third year of IT the teachers were not available to teach subjects that would help us to build some valuable projects. Last year, the topics taught by teachers were never satisfactory except for some teachers. College infrastructure is excellent but teachers are the main foundation of any infrastructure and I think that isn't as strong as it should be. Overall, Wilson college will be my life's best experience.

The responses of the Wilson College Students Satisfaction Survey 2019 - 2020

Link for Questionnaire and Responses

<https://docs.google.com/forms/d/1FA2u0tZqSImuGAOnlUA5Ep7pDqDWSdhOYI0M05iyvV4/edit?usp=sharing>

Link Excelsheet of the Responses

<https://docs.google.com/spreadsheets/d/19aEPwuoulee1XCOrYwS0wNbeTKGnGAFwGFzqfUT-Uc/edit?resourcekey#gid=42343658>