

John Wilson Education Society's
WILSON COLLEGE(Autonomous)
STUDENT SATISFACTION SURVEY (2023-24)

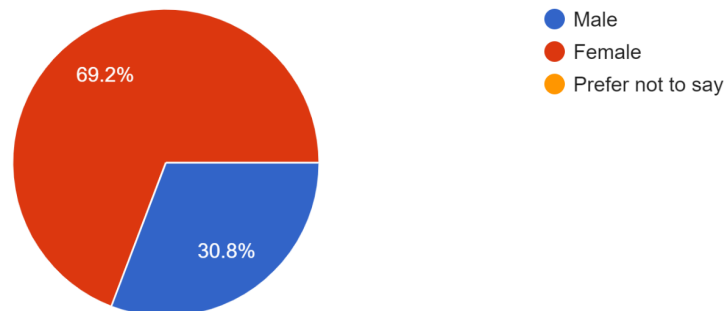
This year **354 responses** were received for the survey about various aspects of the college and quality of learning, which was collected on google form from the students of Wilson College. The detailed report of analysis carried out is given below. All the questions were rated on scale of **0 to 4** where;

0 = Poor 1 = Satisfactory 2 = Average 3 = Good 4 = 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. Skills gained and Values Imbided at Wilson College
7. Any additional feedback

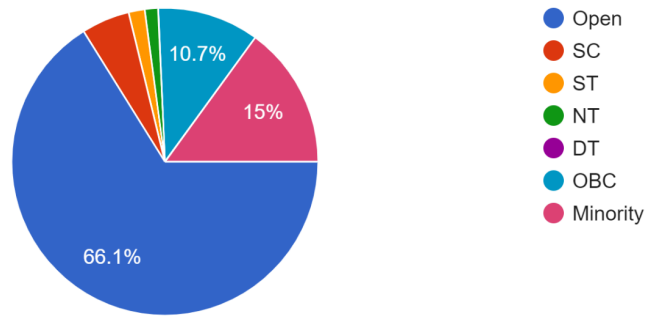
C) Gender
354 responses



Out of the total responses obtained, **69.2 %** were Female students and **30.8 %** were Male students

F) Category

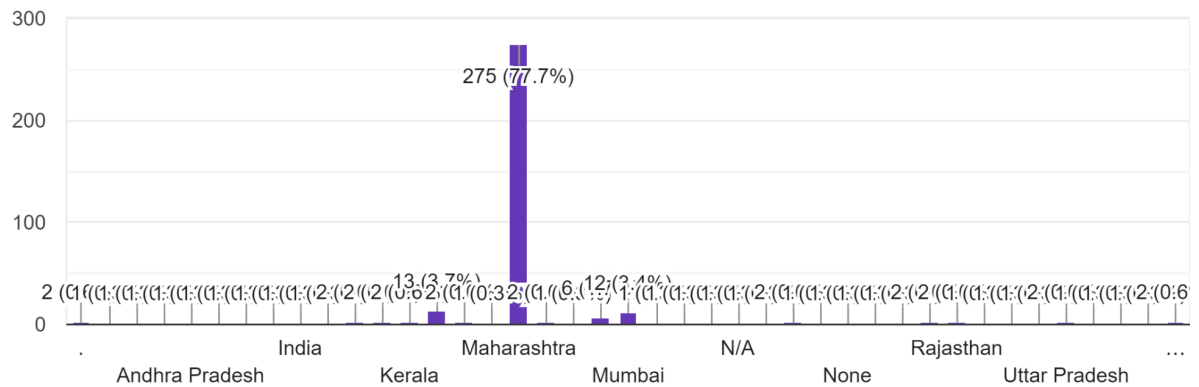
354 responses



Of the total responses obtained **66.1%** were of Open, **15 %** were of Minority, **10.7 %** were of OBC, **5.1 %** were of SC, **1.7 %** were of ST & **1.4 %** were of NT category.

G) State of domicile

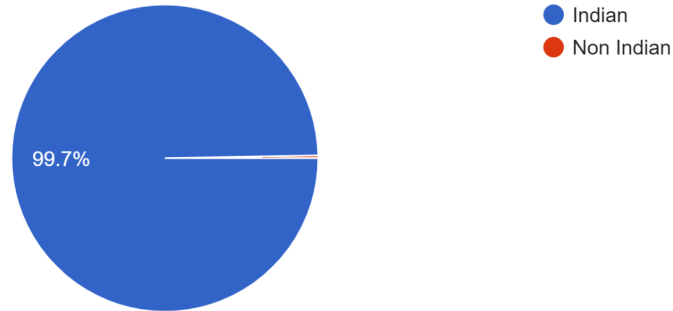
354 responses



Of the total responses received 77.7 % are from Maharashtra, 22.3 are from other states.(UP, Uttarakhand, Manipur, Kerala, Jharkand, karnataka, Jammu and Kashmir, Bihar, Rajasthan, Nagaland, Assam, Goa, Odisha and Panjab.

H) Nationality

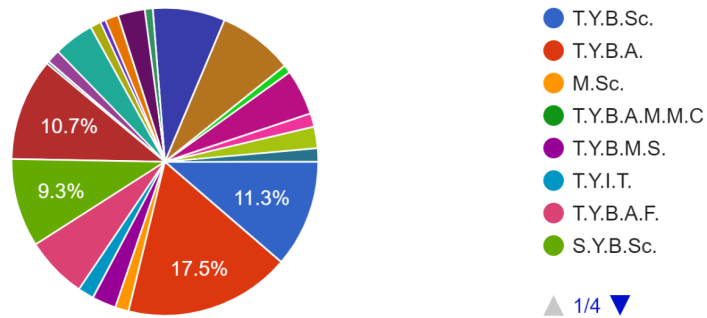
354 responses



Out of the total responses obtained **99.7 %** are Indian and **0.3 %** are of NRI origin (Oman, Saudi Arabia)

J) Class

354 responses



1. Composition of Students

d. With respect to program

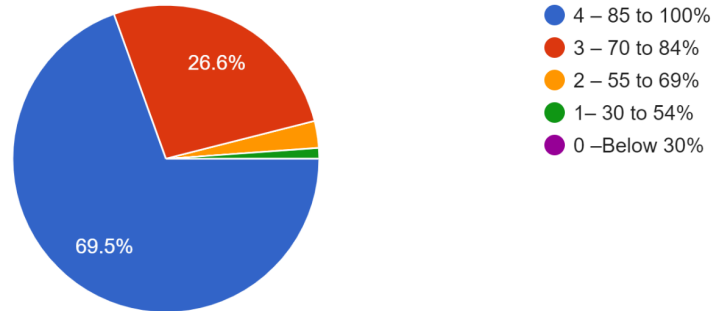
Of the 354 responses collected **11.3 %** were TYBSc students, **17.5 %** were TYBA students, **2.5 %** were TYBMS students, **1.7 %** were TYIT students, **6.5 %** were TYBAF students, **9.3 %** were SYBSc students, **10.7 %** were SYBA students, **0.3 %** were SYIT student, **1.4 %** were SYBMS students, **4.2 %** were SYBAF students, **1.1 %** were SYBAMMC students, **0.6 F.Y.BVoc.**, **2.8 %** TYBCOM, **1.4 %** were SYBCOM students, **1.4 %** were MSc students,

0.8 % were MA, **7.5 %** were F.Y.B.A., **7.9 %** F.Y.BSc., **4.8 %** FYBMS, **0.8 %** FYBAMMC , **1.8 %** FYIT, **2.3 %** FYBAF, **1.5 %** FYBFM Students.

Quality of Education:

1. How much of the syllabus was covered in the class?

354 responses

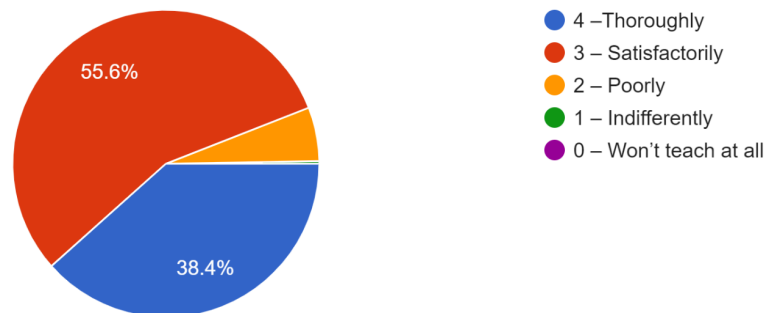


69.5 % reported **85 to 100 %** syllabus completion, **26.6 %** reported between **70 - 84 %**, **0.8 %** between **55 - 69 %**, **1.1 %** between **30 -54 %** and **none** reported **below 30 %**.

Almost all i.e. 98.9 % students opined that the syllabus completion was **between 69 and 100 %** whereas less than **1.1 percent** of the learners opined that the syllabus was completed **less than 30 percent**.

2. How well did the teachers prepare for the classes?

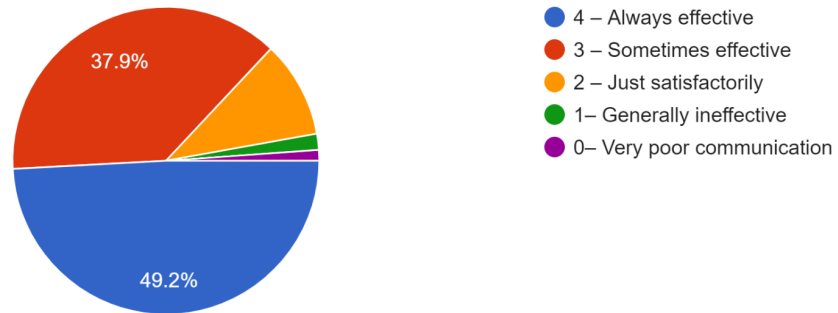
354 responses



38.4 % reported that the teachers were thoroughly prepared , **55.6 %** felt the preparation of teachers was satisfactory, **5.6 %** students reported the preparation was of poor quality. **Overall 94 %** students were satisfied with their teachers' effort in preparing for their class.

3. How well were the teachers able to communicate?

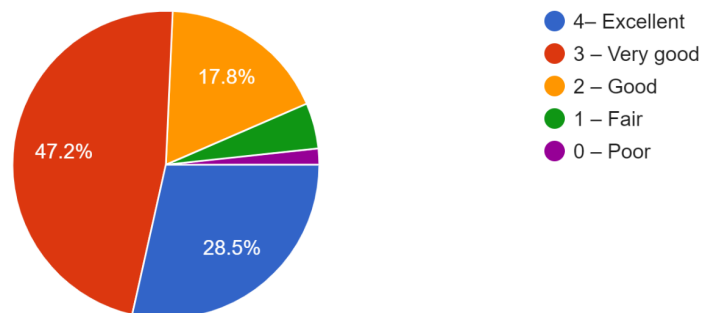
354 responses



49.2 % of the learners reported that the teacher's communication was **always effective**, **37.9** reported as **sometimes effective**, **10.2 %** felt that it was **just effective**, **1.7 %** felt it was **generally ineffective** and **1. %** reported it to be of poor quality. **More than 50%** of the students find the teaching of their teachers effective and is an indication that teachers are able to convey their point to the class. Overall **97.3 %** students are satisfied with the teachers' communication skills in the class.

4. The teacher's approach to teaching can best be described as

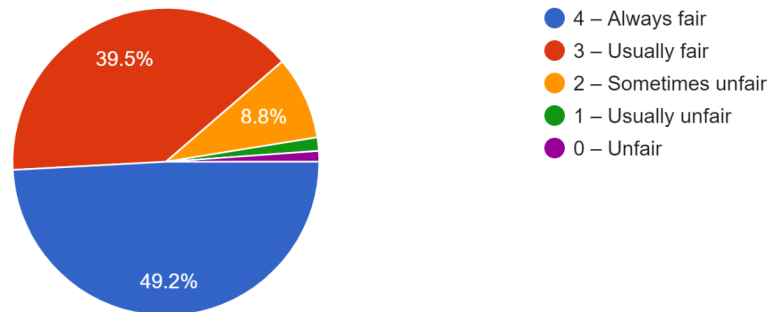
354 responses



A large percentage, **93.5 %** of the students felt that the teachers did justice to their approach towards them. As the ease of access and freedom to approach towards the teachers make a huge impact on the ability and enhancement of the learners performance, it is motivating and heartening to see the teachers fulfilling this demand of the learners. Only **1.7 %** learners felt the teacher’s approach as not appreciable.

5. Fairness in conducting the internal evaluation by the teachers.

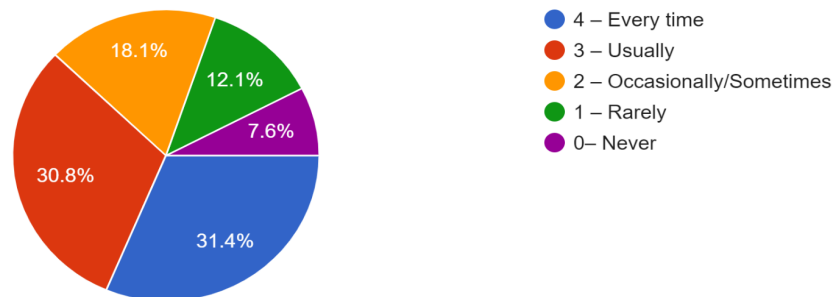
354 responses



88.7 % of the students graded the teachers as being fair in their evaluation process and being impartial in their assessment. Faith of a learner in a teacher is a vital aspect in any teaching - learning process. When deserving students are justly rewarded the quality of learning and output of the learner will be of high standard. Fairness in evaluation is an indication of the integrity of a teacher and hence creates a bond that lasts for life time. Wilson is proud that the legacy of gaining students faith and trust has continued over 193 years.

6. Was your performance in assignments discussed with you?

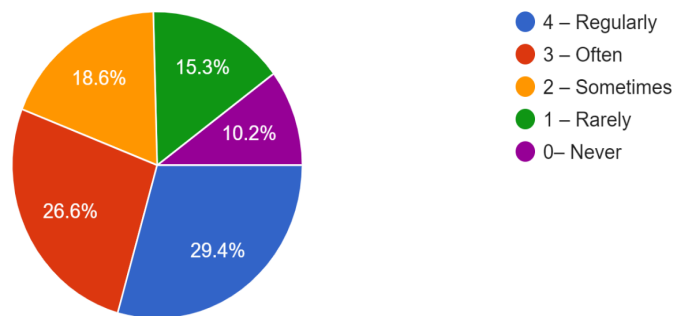
354 responses



62.2 % of the learners have confirmed that their teachers have discussed the performance of them in their assignments and examinations. In order to elevate the performance of the learners it is imperative that they receive feedback of their performance and what was expected of them. 18.1 % of the students reported that they received the feedback occasionally, whereas 12.1 % felt they rarely received any feedback on their performance while 7.6 % reported to have never received any feedback..

7. The institute takes active interest in promoting internship, projects, student exchange, Industrial visits, field visit opportunities for students.

354 responses

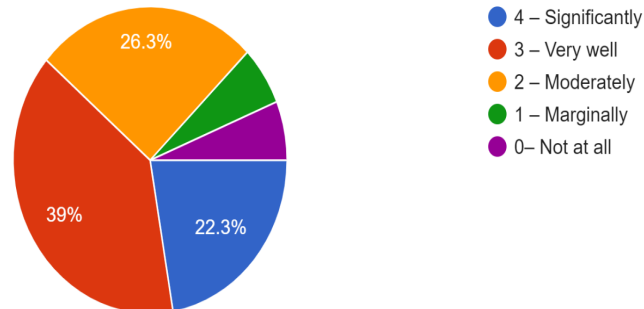


56 % students agree that the college takes efforts in promoting as well as providing support for placement and internships to students. The College has an active **Placement Cell with a placement incharge to facilitate** the placement and internship opportunities along with a **Counseling center**. The placement cell organizes campus placement drives by inviting companies/institutes on campus. However it is observed that though the students are selected in the drives, few join as many opt for higher education in India and abroad or for personal reasons.

The departments are encouraged to take field visits as per their convenience and as per their syllabus requirements. This is in keeping with the college Vision “**To provide holistic education to a diverse learner community developing in them contemporary sensibilities and preparing them to meet professional challenges as global citizens.**”

8. The teaching and mentoring process in your institution facilitates your cognitive, social and emotional growth.

354 responses



61.3 % of students were **greatly satisfied** with the mentoring system of the college .

Student batches are allocated to teachers who then take care of their groups as per their requirements and academic schedule. The teachers make their groups aware of the various facilities and policies of the college viz. anti ragging policy, making them confident about their role and responsibilities, and taking care of their emotional needs if any and referring these cases to the college counselor. The same students are then carried forward to the mentor for effective mentoring and proper follow up.

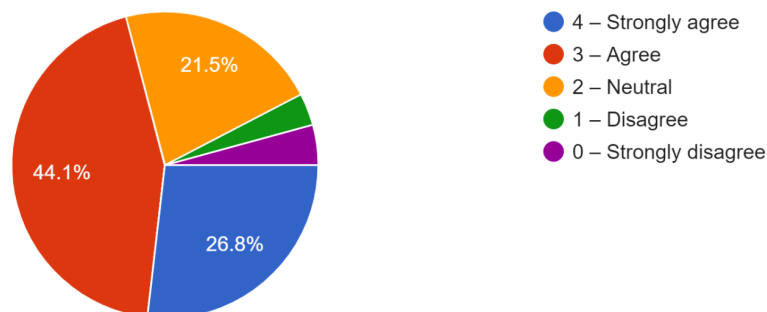
There is a mentoring committee which looks after the entire process. The full time college counselor takes care of any emotional needs or any psychological issues and caters to these on an individual basis.

The student council body has representatives from all the different programs and they are entrusted with the role of facilitating various activities for students thereby catering to develop the leadership quality, foster social growth and improve interpersonal relationships affecting student bonding.

Cells like Rotaract club, National Service Scheme, Green warriors etc help in providing a platform to the students for overall development. **26.3 %** students were **moderately satisfied** whereas **12.4 %** students felt the mentoring process to be **inadequate**.

9. The institution provides multiple opportunities to learn and grow.

354 responses

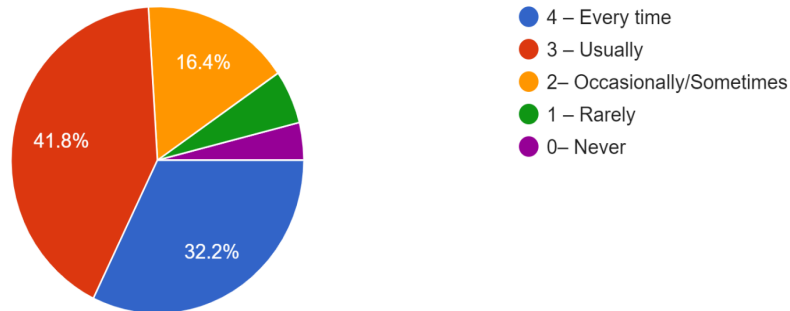


70.9 % of the students expressed their satisfaction over the opportunities provided to them for their overall growth and development. The college offers a wide variety of opportunities through activities by various cells / bodies in co-curricular, extra curricular, socially relevant and sports related fields. Practically every department has a forum or a cell which organizes subject related and its application based activities. Departmental fests provide the students with organizing skills, leadership qualities, importance of teamwork, social commitments and responsibility viz, HOPE, Biomosaic, Chemuphoria, Cornucopia, Evolution. The arts department has forums like Political Science Association, Marathi Vangmya Mandal, History Society, Arthiki By Economics department, Drama Club by English department along with certificate courses on Astronomy and Quality Assurance and Quality Control. The Andrews Vision Centre organizes the festival **The Third Eye** where they perform various events like **Malkhamb** and sensitize their colleagues towards the problem of the visually challenged by “walking through the maze blind folded”. Cells like Rotaract club, National Service Scheme, Green warriors etc help in providing a platform to the students for overall development. Mukangan Committee is a vital component of the college which takes lead in organizing college fest **Ole** along with student council. The students are involved in arranging orientation programs for freshers, and the admission process for helping prospective students in various aspects of admission through the student help desk. The college also has provision for an earn and learn scheme where needy students are given opportunity

to work and earn too to support their education **7.6 %** expressed their dissatisfaction over the overall support system aimed at providing opportunities to learn and grow.

10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

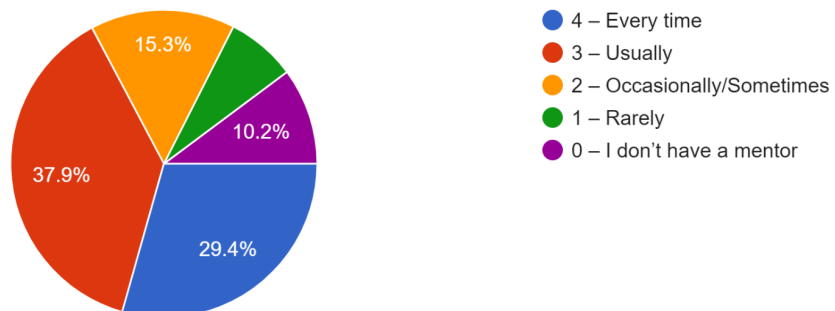
354 responses



74 % of the students report that the teachers inform them about the course undertaken and its expected outcome as well as the program outcome at the beginning. The syllabus mandates that the department prepares a list of the program outcomes along with the course outcome. In addition to displaying them on the college website the teachers do share it with the students on their whatsApp group and discuss the same in the classroom.

11. Your mentor does a necessary follow-up with an assigned task to you

354 responses

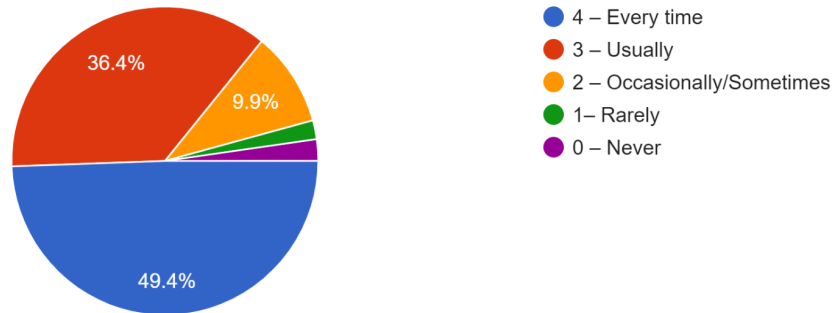


Mentoring the students is a part of the teachers role expected by the institute. Teachers are assigned a batch of students so as to mentor them as per students need.

67.3 % of the students have responded that they have received the mentoring from their mentor on a regular basis whereas **15.3 %** feel it was done occasionally whereas **17.4 %** learners found it rarely or never.

12. The teachers illustrate the concepts through examples and applications.

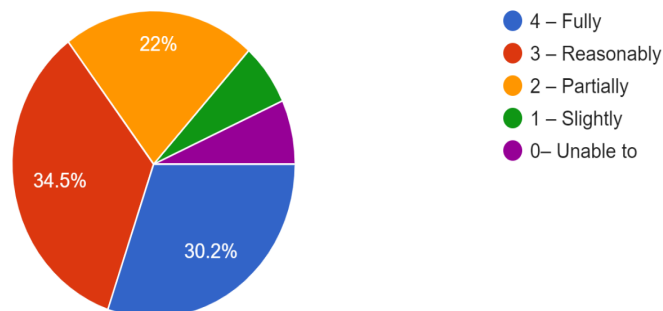
354 responses



A large number of learners i.e. **85.8 %** have expressed their satisfaction with the teaching of their teachers which have been supplemented with ample examples and applications making the content relevant to day to day situations and exciting to study. **9.9 %** learners are of the opinion that teachers occasionally do that while **4.3 %** feel it is rarely done or never.

13. The teachers identify your strengths and encourage you with providing right level of challenges.

354 responses

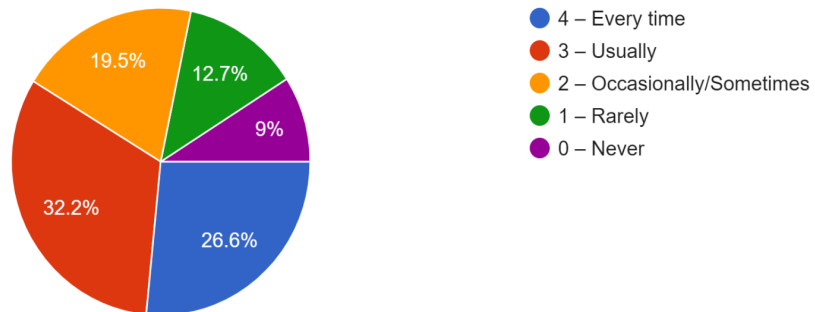


64.7 % of the learners fully agree that their teachers have identified their strengths and have provided them the requisite challenges to explore the same while **22 %** of the learners feel that it was reasonably executed by their teachers.

Together the majority **64.7 %** of the learners are satisfied with the way they receive encouragement to enhance their strength from their teachers.

14. Teachers are able to identify your weaknesses and help you to overcome them.

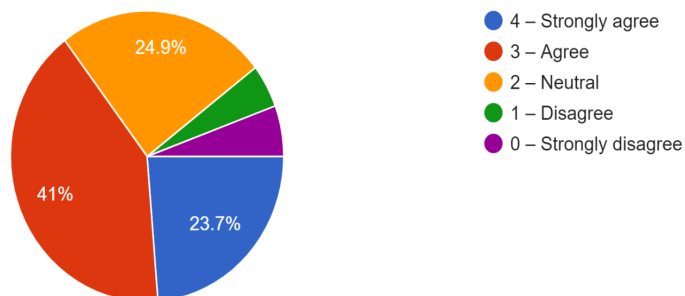
354 responses



58.8 % of the learners fully agree that their teachers have identified their weaknesses and have provided the requisite support to overcome the same while **19.5 %** of the learners feel that it was occasionally executed by their teachers. **21.7 %** have responded otherwise.

15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

354 responses



Overall a vast majority , **64.7%** of the learners agree that they have been a part of the process of continuous improvement of the teaching learning process. As an important

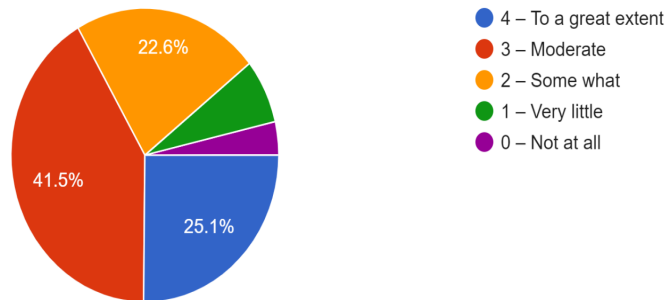
stakeholder, the IQAC, CDC, IC and Student Council bodies do have the student representatives where they can officially register their opinion and have their say.

Some of the past students are also a part of the syllabus framing process under Autonomy and in NEP 2020. Whereas the teachers do make an effort to take a broad feedback on the syllabus in the class and also in an official way by collecting online feedback from the students annually for the two terms.

24.9 % learners chose to stay neutral on this aspect whereas **10.4 %** students disagreed regarding their involvement in the monitoring, review and continuous improvement of the teaching learning process.

16. The institute/ teachers use student centric methods, such as experiential learning, participative learning, problem solving methodologies etc for enhancing learning experiences.

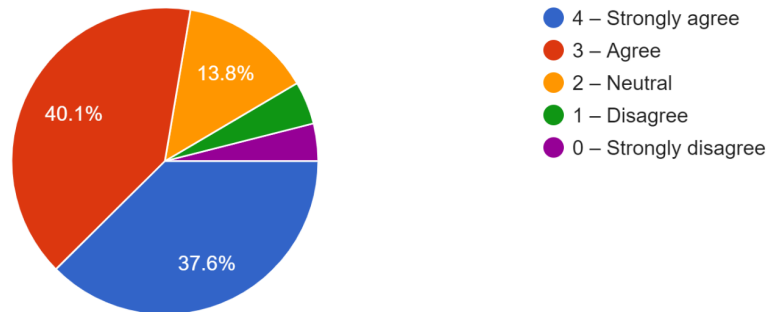
354 responses



66.6 % learners **agree** that their teachers do use student centric approaches and pedagogies to enhance their learning experiences. While **22.6 %** learners feel that it's **somewhat** adopted and implemented by their teachers, **10.8 %** of the learners feel that its implemented to a smaller extent to not all being adopted.

17. Teachers encourage you to participate in extracurricular activities.

354 responses



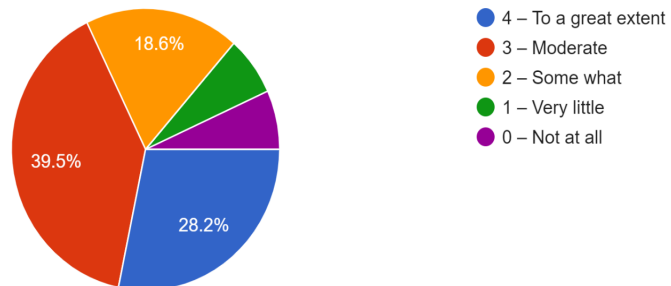
The mission of the college is to provide holistic education to a diverse student community, developing in them contemporary sensibilities and preparing them to meet professional challenges as global citizens. Keeping with this vision the departments and the College provide ample opportunities to the students for their overall development.

77.7 % of the learners feel that they have been encouraged by their teachers to participate in extracurricular activities on and off the campus.

13.8 % learners have been neutral about the encouragement received whereas **8.5 %** have disagreed that they have received any encouragement in participating in extracurricular activities.

18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

354 responses



The Vision of the college is : To provide holistic education to a diverse learner community developing in them contemporary sensibilities and preparing them to meet professional challenges as global citizens. To fulfill this vision the college organizes various activities.

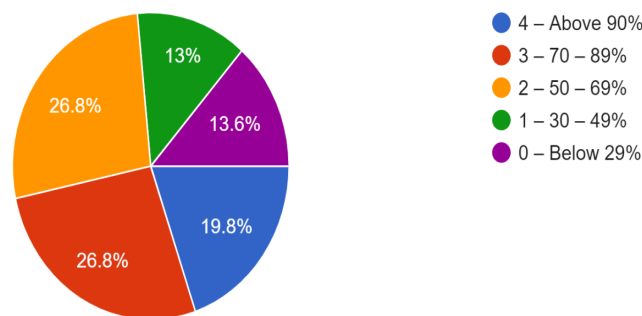
Based on frequency and quality of the Skill-building activities and programs organized for students in the college, as per the survey, **67.7 % of the students** were **confident enough** to state that they gained the skills & knowledge at Wilson College to develop their personality to take a step forward in professional and in pursuing higher education and rated the quality of these programs as good and effective. **18.6 %** of the students felt this aspect was somewhat achieved whereas **13.6 %** of the students felt that there was very little to no inputs or difference made by the college in imparting the necessary skills.

The college has a separate training and placement cell which caters to the demand of imparting various skills as per the demands of the students for providing holistic education and developing the overall personality of them.

Departments at their level and teachers at their personal level also organize interaction with Alumni and experts in relevant fields contributing to the skill development programs for students.

19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, youtube, videos etc. while teaching.

354 responses

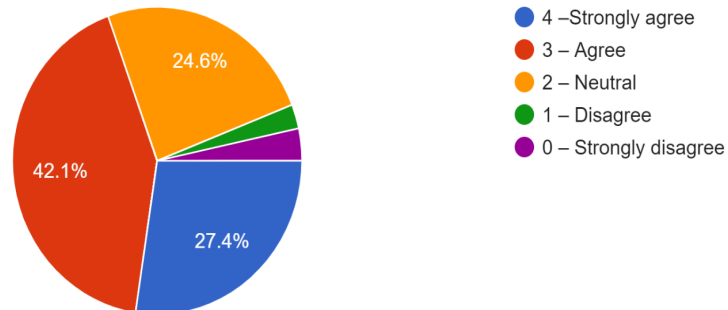


Almost **46.6 %** learners agree that the teachers use ICT Tools in their classrooms while delivering the curriculum. **73.4 %** students report that maximum of **90 %** minimum **69 %** of the teachers have used these tools, which indicates that the teachers are well versed with these

tools and have understood and implemented the pedagogy of using ICT while teaching. Only **26.6 %** of the learners feel that below 30 % of the teachers have used these tools effectively.

20. The overall quality of teaching-learning process in your institute is very good.

354 responses



A majority i.e. **69.5%** of the students out of which **27.4 % strongly agree** and **42.1 % agree** that the quality of teaching-learning is very good in the college. This can be interpreted in terms of the Vision and Mission of the college being achieved and is also the reflection of the dedication of the teachers in delivering the curriculum effectively and to the satisfaction of the learners. **24.6 %** of the students stayed **neutral** while only **5.9 %** if the learners showed their **disagreement**.

21. What is the USP of Wilson College in your opinion? (A unique selling proposition (USP) is the unique benefit/feature that makes Wilson College better than the others)

Faculty

Location

Good management

The teachers. Wilson college is really blessed to have such a good teaching staff. Especially Arts section.

College is really concerned about each and every student, it focuses on the students of all three fields there are strict measures taken if any rules are violated, college doesn't ignore any issues , it's really a good institution

Heritage and legacy of the college

Location

Excellent Professors in the Department.

Fests management opportunities

The reputation.

Teaching is too good in the college and teachers and faculty is well educated

Wilson College's USP lies in its rich heritage as one of India's oldest institutions, its central location in Mumbai offering ample opportunities for internships and networking, its diverse range of programs catering to various academic interests, its emphasis on holistic education through extracurricular activities, its experienced faculty, strong alumni network, and active engagement in community service.

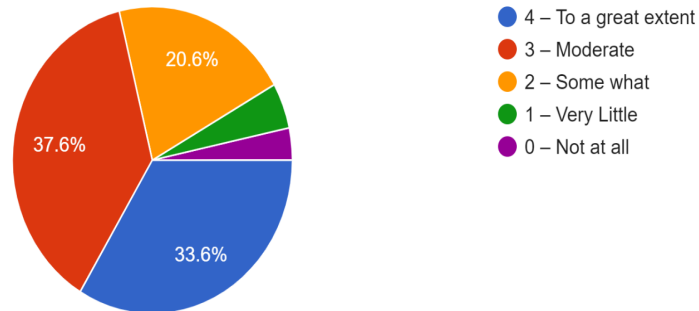
The teaching faculty in the college is very approachable & kind. They help in clearing your doubts as many times as you ask and they also guide if we are facing any problem in personal life.

The heritage it has with a good location and some great teachers how make it a beautiful experience to come to college and study here.

Wilson college offers the students to shine in this field of work gives them the opportunity to be the one in their work and also influence information related to careers to a greater extent . Also provides infromative and greater remembering lectures to the every subject their efforts is off the roof just make sure their students get benefitted for all specially thanks to chemistry department , teachers eho guide us in various things as well as in studies .. that's it hopefully my opinion will be the unique one!!

22. How often does the college engage you all in awareness of gender, nature, social responsibility, etc ?

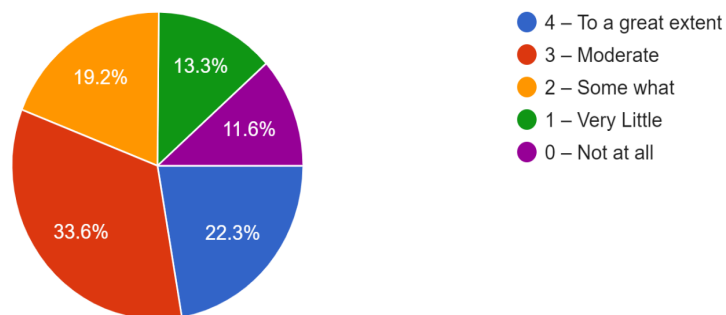
354 responses



71.2 % of the learners responded that they were indeed exposed to various sensitization programs by the college. The IC cell along with student council, Mukttangan, Sociology department, Rotaract Club, NSS etc make a conscious effort to expose the learners to develop in them contemporary sensibilities and a sense of social commitment towards the nation. 20.6 % of the learners feel that they have somewhat been sensitized whereas 8.1 % feel they very little or never experienced this sensitization.

23. How satisfied are you with the college infrastructure like LCR, BCR, library, canteen etc?

354 responses

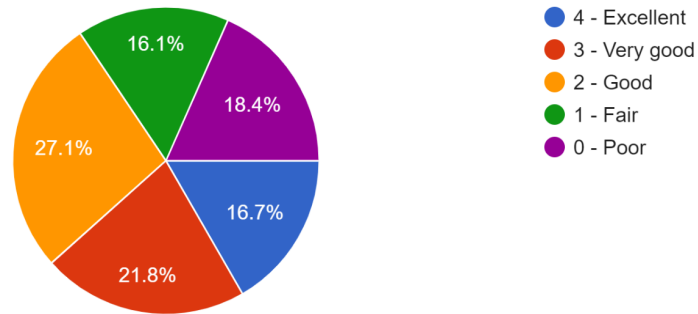


Most of the learners are satisfied with the infrastructure facilities offered by the college. The college being a heritage structure has its own constraints and challenges. **Wilson College established in 1832** is a founding college of the University of Mumbai and has a heritage building just across 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. **55.9 %** of the learners expressed

satisfaction and rated the classroom facilities as **good**. Only **25 %** of the students feel that the classroom and infrastructure facilities can be made better.

24. How would you rate the college administrative staff and their attitude.

354 responses



65.6 % of the students were satisfied with the attitude of the College Office whereas **35.5 %** were vocal enough to opine that the staff should improve upon their attitude towards the students.

2/3 of the students found the service provided by the office staff as good and up to their expectation **while 1/3** of the students rated the services as of **poor quality leaving scope for improvement**. The college definitely would try to convert the **35.4 %** of the students opinion into good quality.

25. Give three observations / suggestions to improve the overall teaching – learning experience in your institution.

Following are some of the responses reproduced as it is from the students feed back form.

Teaching and Learning is better! College needs a better administration team.

1. Give notes beforehand
2. Install air-conditioning in the library
3. Install high-speed wifi all across campus

1. Implement Active Learning: Encourage interactive methods like group discussions and problem-solving to engage students actively.

2. Enhance Technology Integration: Upgrade tech infrastructure and train faculty to use tools like learning management systems for blended learning.
3. Foster Feedback and Collaboration: Establish regular feedback channels for students and faculty to improve teaching methods and promote collaboration among educators.

I hope if the new professors appointed by the college would be selected carefully because every newly appointed teacher that I know of are bad at teaching especially the whole political science department of Wilson college. I also hope that the college establishes a Boys Common room (BCR). LCR is well maintained while boys don't have a place to change their clothes or rest in between the lectures or free periods. Also college canteen lacks hygiene.

The administrative staff can be a little more polite towards children as it there 1st time too with dealing such things and the teachers could try to make the lectures more interesting.

1. There are some teachers that are just so good like they are top notch in their field/subject and teaching. Students like to learn from them, they are idols for some students. On the other hand some teachers are just awful they just come read for some textbook, presentation and go nobody knows what topic they are teaching how much syllabus they have completed nothing so the college them self should take action against these teachers

1) 20 professors but only 4 5 are good. Yes all of them have great knowledge but they are not good professors. The HOD should sit with students and see how their professors are teaching. They have great knowledge but they are not able to explain it to the students.

2) Examination sheet should be provided of each semester after checking so children should know their mistakes and improve from it. Not providing answer sheets and asking for 150rs for each subject answer sheet is too costly for students. Not all students have 1000 - 2000 rs to give for getting the answer sheet.

Students who are weak in studies should be given extra concern. Teachers in english department should be more soft towards us and respectful towards us.

Not the suggestions but i think it's a beautiful college having the remarkable learning and teaching experience hopefully this would continue to upcoming years also...

One thing I noticed this year that science stream yearly fest were not given much importance we had to do exhibition and our fest on the same day which didn't turn out well. Last year it was on different days. We can properly schedule all the events.

I think you should circulate these sort of forms amongst the teachers as well if you don't already. Check into how teachers within their departments are faring and they aren't abusing their powers on others especially those who are in permanent positions. Check in with them if some of them are overworked and not doing well with added duties. At the end of the day their mood/attitude/stress impacts their teaching and the quality of education goes downhill. So please look after your teaching staff and their mental health.

Firstly one thing about LCR is to be noted that there is alot of mess and broken benches, there is always shortage of water in washrooms and no proper hygiene.

Second about the concession - The staff member is frequently rude towards students unnecessarily and has arrogant attitude towards students . This is been seen since the first year and all students are complaining against this issue .

Third thing is there are many good communities for students to explore such as PSA and many more but there is less awareness about such things . Probably students must be made aware about such departmental participation frequently.

The selection of teachers, especially for Bcom has never been a thoughtful one. Not all, but there are teachers who lack knowledge, teaching skills and overall professionalism. I think while selection, there must be adequate attention paid to skills rather than just a degree that makes someone eligible to be a teacher of degree college. Also, more attention, opportunities and facilities are provided to depts. of science rather than commerce in terms of overall growth and learning of the students.

The overall teaching is good in every different department.

I would suggest the IT department to be better since there is no proper computers for IT students and have better teachers who has knowledge about upcoming technologies, and good language skills.

Also there must be constant teachers and less visiting faculties.

Office staff is very rude to the students they are never cooperative nor talk nicely.

Staff near concession is never cooperative and also it is not managed properly.

Students leave their lectures and come for concession but still can't get the concession on time.

BCR should be made for boys

Canteen food rate should be affordable and same for everyone