FEEDBACK REPORTS: 2019 - 2020

Feedback: Students

Introduction:

Students form the most important stakeholders around whom an educational institution is built and developed. It becomes the duty of the institution to strive to meet its students' needs and to accommodate their expectations as best as it can. St. Xavier's College (Autonomous), Mumbai, with its motto, 'Provocans Ad Volandum' meaning 'Provoked to Fly', has consistently done so over its 150 years history. Student feedback through the years has been effectively implemented so as to benefit the Xavier's student community. In the academic year 2019-20 as well, feedback was sought from undergraduate and post graduate students from various disciplines on the quality of their learning experiences in college, and their expectations thereof.

Mechanism of feedback:

- A Google form was created with questions pertaining to the different aspects to be assessed.
- The weblink to the feedback questionnaire was provided to the students with a request to complete the form within the stipulated time.
- The weblink link was enabled and kept active for a month from the date of activation.
- Feedback collected was analysed for quality improvement measures.

Aspects of the questionnaire:

The Feedback questionnaire comprised of following specific areas
- Course details
- Admission process
- Feedback on orientation session conducted at the beginning of the academic year (chiefly for first year students)
- Curriculum and syllabus
- Evaluation pattern
- Special courses–Environmental Studies, Cross faculty course, Giving Voice to Values and Human Rights
- Relevance of the course
- Student-Teacher relationship
- Opinion on college life
- Disciplinary measures of the college

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Summary of Results:

A total of 1,336 students responded to the questionnaire - females, males, and other. Female respondents far outnumbered the males except in the commerce faculty where this trend was reversed. The overall responses were positive, while a few areas of concern remain as from last year's survey.

As in previous years, the student-teacher relationship in college received a high rating with greater than 70% students rating it as either good or excellent. Around 86% students stated that they are happy to come to college. A large majority of students were also highly satisfied with the academic discipline with 81% rating the lectures as good or excellent, and 79% rating the practical sessions in a similar manner. 75% of respondents rated the evaluation process, and 86% rated the exam conduction process as good or excellent. Students estimated that more than 70% of the syllabus was satisfactorily covered in the class. More than 51% students agreed that the college provided them with multiple opportunities to grow both, academically and personally.

With respect to the special courses offered by the college, around 74% students wanted these courses to continue. Additionally, 85% students felt that they gained immensely from the Cross-faculty courses (CFC), and that these courses were well executed. While more than 70% students agreed that the Extracurricular Courses (ECC) were useful and added value to their holistic development, less than 50% of them agreed that they should be mandatory. A similar trend was observed for the Social Involvement Programme (SIP), wherein a large majority of 83% agreed that the programme sensitized them towards the less privileged, but only 54% wanted it to be mandatory. The rest felt that making ECC and SIP mandatory was too taxing on them, considering the expected academic inputs expected of them during the semester.

The College library was rated as one of the best facilities on campus, an undisputable rank for past several years. 98% respondents rated it as very good or excellent. On an average, above 80% of students ranked as good or above the classroom and laboratory infrastructure and cleanliness. Nearly 78% students were happy with the computer facilities on campus. A recurring trend observed to continue from the previous year was that while most students were aware of the facilities available on campus including the Library, Gymnasium, Knowledge

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centre, Wellness centre and others, less than 25% of them were aware of the Student Beneficiary Fund (SBF). The college needs to rework its strategy to ensure that all students are made aware of the existence of the SBF and the procedure to avail it. The areas of improvement as suggested by students include improving internet connectivity on campus (64%), washroom (56%) and canteen (44%) facilities, and drinking water (35%).

While 92% of Bachelors students and 89% of Masters respondents felt that the college was better as compared to other colleges, almost all of them (94%) stated that they would recommend St. Xavier's College to other students.

The feedback obtained, while mostly being positive and encouraging, also highlighted a few key issues that demand immediate tackling. The priority issue being that several students of the evening Commerce college felt the lack of opportunities to showcase their talents as compared to the day college students. The commerce students work during the day and attend college in the evening, leaving them with lesser time to indulge in extracurricular activities. This situation needs to be remedied as best as possible under the given situation. The other suggestion that can definitely be considered is the demand by students for a 'College App' in keeping with the digital age and the necessity to digitize processes over the pandemic period. The 'College App' could be efficiently utilized to communicate academic information, make digital fee payments, display attendance and important notifications regarding ECC events and other college-organized events.

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