



A STUDY OF THE PROBLEMS FACED BY FYJC STUDENTS DURING ONLINE ADMISSION PROCESS IN GREATER MUMBAI

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Introduction

The growth of the Internet in the world provides many opportunities to many people around the world in many different ways. The Internet has introduced improvements in technology, and communication but it is also incredibly useful for education purposes as well. Since teachers use it in classroom as a learning resource there is wider scope to use internet as well for admitting students to the institute through online. Therefore, looking into above reasons aims of study is to see use of internet for online admission process for the convenience of students and institute.

Prior online admission there was process of offline admission to the colleges for 10th std. students. It is from the year 2009 that online admission process for FYJC has started as technological developments took place. It was initially a pilot project to see the success of the online admission process than to bring up the transparency it became an entire system of paper less admissions. However, as a coin has two sides online admission process as well has its pros and cons. Knowledge about online admission process may not be to all of them as people may not be familiar to use of internet. Students thronged popular city colleges to enquire about the available first-year junior college seats as they can submit offline applications for the vacant seats. Few students also cancel their admissions so that they could apply at a college of their choice. The online process is good only for students who score above 90% as they easily get the college of their choice this is what was seen. Their grievances are either unheard or paid less attention than required. Therefore, the research is on what problems does students face during online admission process to standard 11th

Now a days much emphasis is given on digitalization and reducing of paper work, therefore online admission has come into the picture. Yet as students face enormous problems during online admission process mainly getting admission in ones preferred one which could be possible offline pupil restrict from getting into the scenes of online admission process. That is

why this research is based on the **problems faced by 10th standard students for getting admissions in FYJC through online process.**

So to overcome this problem there is need for proper operational method. There has been lot many articles in newspaper especially as soon as 10th online admission process begins. Though there is positive side of online admission where in the troubles have reduced. But when one look into an Indian scenario there are people who are not acquainted with the use of technology. For this reason many students face problems. Even those who are well versed still they have issues due to complexities in online forms. So through a survey on students of FYJC for academic year 2017-2018 it is to gather information on problems faced by them during admission process. Based on analyses there will be interpretation of data collected to find the measures for the unheard grievances. This will benefit students, parent and institute to come with ways to overcome problems faced during online admission process.

Objectives

Every research that is conducted is for attainment of objectives. The objectives of research are based on to identify the problem areas of online admission process and to find solution for it. Following are the objectives:

1. **To identify** the problems faced by students during online admission process.
2. In this research it aims to acknowledge oneself with the problems faced during online admission process
3. **To establish** a system which is student friendly.
4. **To determine** benefits of introducing online admission process.
5. To develop solutions: through the research it aims to develop solutions that help to solve the problems faced during online admissions.
6. To make comparison between traditional approach of admission with online admission process
7. **To analyse** the admission process acceptance among the educational community.

Scope

Benefits of online admission system will clarify why this system is winning over traditional system taking into consideration parent, student and institute concern.

It is important to teachers and principal as it would get to their knowledge what improvements need to be made in online process so that it is effective

When one looks into plus point of online admission it is **Avoiding of hectic submission process**. Allows candidates / students to fill application form at their convenient time while
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staying at their comfort zone. All that is required is access to a computer and internet connectivity. Messy handwriting, lack of postal connectivity, delay in courier delivery etc. are unlikely to disrupt the application process. This even benefits the disabled to apply easily from one's own place and need not depend on others for admission. **Makes work simple for admission authority for admission** management get several very useful benefits from it.

No Geographical Boundary. Another significant advantage of online admission system is students/candidates from all regions of the country can apply without any hassle.

Limitations of the research.

The study is limited as it does not cover students from all streams. It is limited to only Greater Mumbai region. These are stated below:

Internet access: In today's digital INDIA Internet penetration is in satisfactory level. But connectivity and speed are a major obstacle to many Internet users particularly students of rural areas.

Computer literacy: In India, many students still are not sufficient computer literate have rudimentary knowledge on the Internet and computer. If their knowledge about the complex process is not so sufficient naturally they will feel burden of online admission.

Problem of untrained staff: As such there are possibilities that staff may not be that well equipped with the advanced technology and complex process for handling admissions.

Review of literature

Researches take advantage of knowledge which has been accumulated in the past as result of constant human endeavour. Research can never be done in an isolation without referring to other sources of information. It is important that review of literature must precede any well planned research study.

Studies conducted in India (EPILOGUE)

Students face problems with Online admission process at Rajasthan University

TNN | Jun 7, 2015, 01:49 AM IST, Times of India

At Rajasthan University and its constituent colleges turned unpleasant for many students and parents. Even after the online admission process, students and parents flocked to colleges to seek clarity on the subject combinations, percentile formula, expected cut-offs, but were disappointed as there was no proper management with respect for counselling to students in selection of subjects and other help required. Many students reached at the Maharani's College at 10 am to enquire about subject combinations.

Process for FYJC online admissions ‘confusing’ in Mumbai

VinamrataBorwankar| TNN | Jun 14, 2016, 10.49 PM IST, Times of India

As the admissions for First Year Junior College (FYJC) begins, parents and students were confused over details to be filled in. Some complained that details in the information booklet and online form differed, while others said the process was very tedious and they did not get adequate help from guidance centres. Students who appeared from schools in Vasai and Virar have been confused as the online form considers the region as part of the Mumbai Metropolitan Region (MMR), while the information booklet categorised the areas as 'outside MMR.

Degree college admissions: Students blame technical glitches, slow server online registration process

Chandigarh | Published: June 14, 2017 4:45 am Indian express

In the race to secure a seat in college, anxious students in the city are allegedly facing a major hurdle in their admission process. The online admission process has not been without technical glitches and many students complained that they are not getting their one-time-password (OTP) number on their cell phone on time.

Fergusson college: 200 queries over ‘mistakes’ in admission procedure

Written by **Ardhra Nair** | Pune | Published: June 15, 2015 3:56 am, Indian express

Fergusson college has reportedly received more than 200 queries related to “mistakes” in admission procedure for graduation courses. The problems cropped up after the first general merit list was announced for B.A. courses. A student scoring 87% cannot secure seat and person scoring 84% secures seat in first merit list. The grievance redress cell also did not took care of the problems and students were in half way without securing seats.

Dr.Paras Jain,2012 International Journal of advance research and advancement.

As students go there for verification they choose that college. They don't have the opportunity to visit other colleges to compare facilities, availability of faculties, teaching system, academic result, senior student's feedback etc. Higher education department has given an opportunity to colleges to make attractive profile that can be seen by students. But most of the students up to 12th class and their parents are not IT friendly.

Studies conducted Aboard

Improving the Online College Application Process

February 19, 2014 by Hanover Research

Effective Online Application Design: One strategy to increase application cohesion is to examine best practices in online application design. In this research it discussed following four main themes below:

- simplicity
- technical flexibility
- security
- administrative efficiency

PESHAWAR: The Pakistan government in Khyber-Pakhtunkhwa had introduced an online system in 16 colleges across the province to facilitate college admissions. However, due to a lack of proper training and education in information and technology, this new online admission system is highly unpopular among students..

College admission process stumbles in Bangladesh

12:00 AM, June 30, 2015

Wasim Bin Habib and Tuhin Shubhra Adhikary

The government this year has taken the ambitious initiative to digitise college admission in a bid to discipline the process. Accordingly, the education ministry, after receiving students' applications online or through SMS, yesterday published online separate list of students for each college. It did so since no college is entitled to admit students whose names do not appear on its list. A number of reputed colleges in the capital and other districts, however, complained that they could not download the complete lists of students to be admitted for their respective institutions.

Significance of the study

Online admission process is being replaced by traditional method of offline admission process. In this process, students have to apply online for course and college. Options are available to select more than one course and college with fees of the application form. Fees can be submitted through bank challan or online banking. After submission of online form students has got to verify their documents from help centre Govt. College. On fixed date colleges are allotted to students and they get information in this context through a message on registered mobile no. of the student. Now students deposit fees and required documents in allotted college. This is the actual process of online admission in general. There are problems

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faced by students in getting admission because of the technical problems and complex procedure.

The issues is related to firstly lack of technology literacy. Students are not well versed with use of computers in filling of online forms in rural areas. Other issue is difference in the information given in booklet to actual online form. There should be simple process to avoid such cases. The area bifurcation should be decided in advance by proper coding without any duplication. There should be a separate cell placed in every college for counselling with admission process in every college. This cell during online admission should not be involved in any other activities. There should be proper system of generating messages to students related to admission process. It should be responsibility of the education department to see that students who have issue with access to computer should get help from school itself by minimum amount charges and to spend much in cyber café.

The difference between study of India and abroad is only where abroad studies focuses on how a system actually be there for online admission process.it specifies the actual student friendly effective online design. The Indian study though has explained the advantages of online admission process but has shown concern for problems faced by rural areas. The articles have shown that what problems students face during the admission process. It is in developing countries where digitalization has taken a seat problems are related to technical failure and illiteracy for use of technology. There is no proper counselling and guidance provided with proper helpline numbers.

Thus, importantly gained is that the advantages of online admissions are more but provided the process becomes as effective as it should be than only it would be accepted by students instead going against it.

Research design

A **research design** is the set of methods and procedures used in collecting and analysing measures of the variables specified in the research problem. The design of a study defines the study type correlation, experimental and research problem. Research design is the framework that has been created to find answers to research questions.

Methodology

Descriptive Survey method has been used for the present study.

Tools

Researcher made tool has been used for the present study.For **collecting data** of survey a **questionnaire was prepared** under guidance It has 25 multiple choice questions and 5 open
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ended questions. The MCQ were based on opinion of yes or no to find problems faced during different stages of online process

Sampling technique of the present study

50 participants from KanyaVidyaMandir Junior College, greater Mumbai, of FYJC.

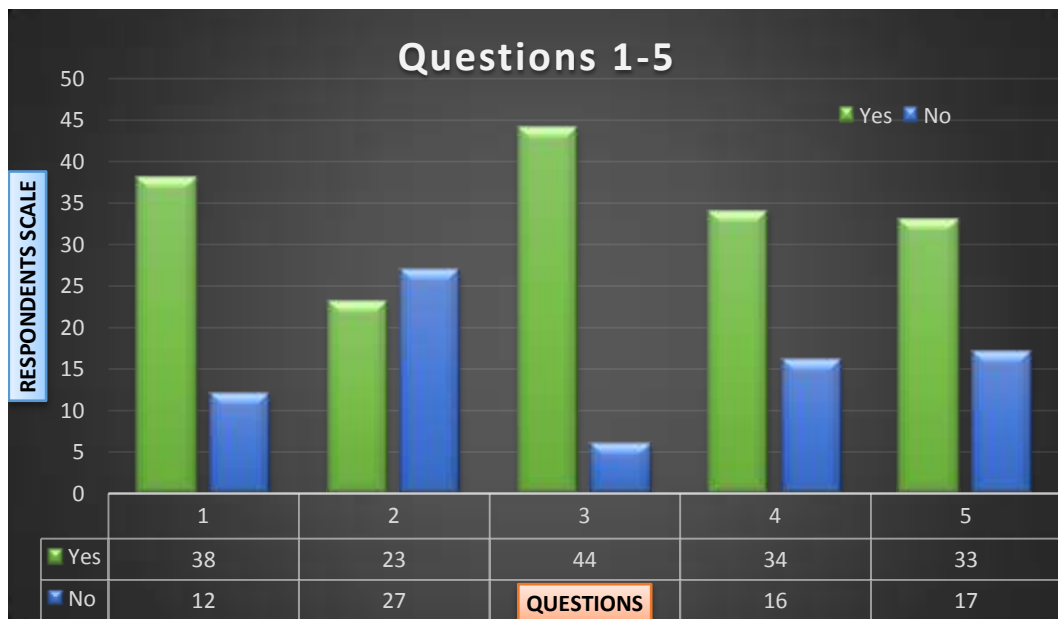
Analysis and Interpretation

Q1-5 Analysis and Interpretation

Following are the question asked in survey.

1. Is online admissions advantageous over offline?
2. Is online admission student friendly?
3. Is online admission is less expensive?
4. Is online form filling less time consuming?
5. Is there any technical complexity in form filling?

Below graph is the analysis of question 1-5.



Findings

The responses of survey clearly states that students have favoured online admission process over offline admissions. Respondents have found online admission less expensive compare to offline admission as well less time consuming. However, there are certain technical aspects which are complex in form filling and so therefore students find it less student friendly as per graph.

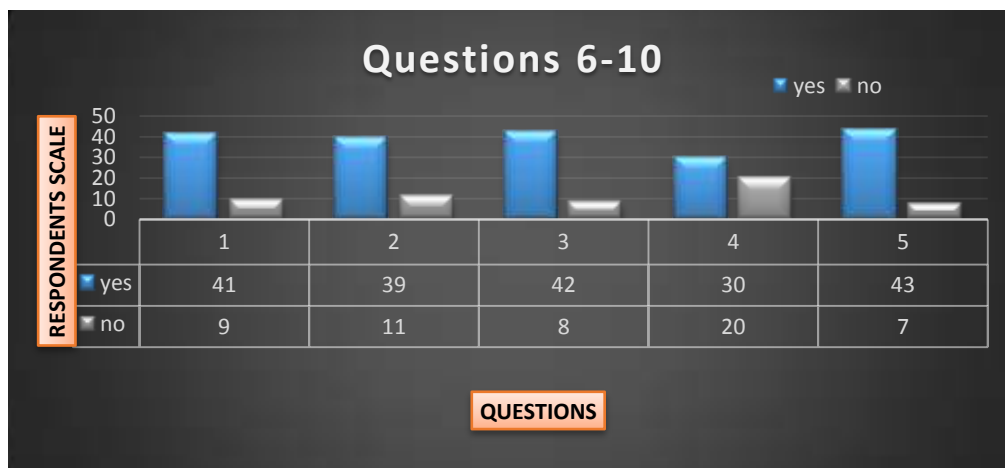
The reason behind respondents have favoured online admission is because they find it with less time and cost more admission forms can be filled. But only due to technical complexity students are of opinion that process is not being as friendly as it should be.

Q.6-10 Analysis and Interpretation.

Following are the question asked in survey.

- 6.Is internet server a problem in form filling?
- 7.Uploading of documents is easy in form filling?
- 8.Is there need to wait in long queue for submitting applications forms in college?
- 9.Online admission form can be filed without guidance?
- 10.Is there any guidance provided by educational department?

Below graph is the analysis of question 6-10.



Findings

Responses of the above questions states that there are difficulties faced by students during online admission process. Firstly, student find internet server as hurdle in form filling. Uploading of documents is quite simple only little bit of editing is required as per pixels mentioned in it before uploading pictures of certificate and photo. After filling up form again there is a need to wait in queue for submitting form to college for approval physically. Onlineadmission form cannot be filled without guidance and therefore majority feel that here is need of guidance from educational department.

As per researcher opinion students does face difficulties which can be handled effectively. As it is easy to upload documents but the network creates problem wherein student feel that uploading of document is quite hideous task. Once the form is confirmed and student is admitted than there is no need to be physical present and submit form to the selected institute. Therefore, there is need for guidance because some students may not be aware of exact

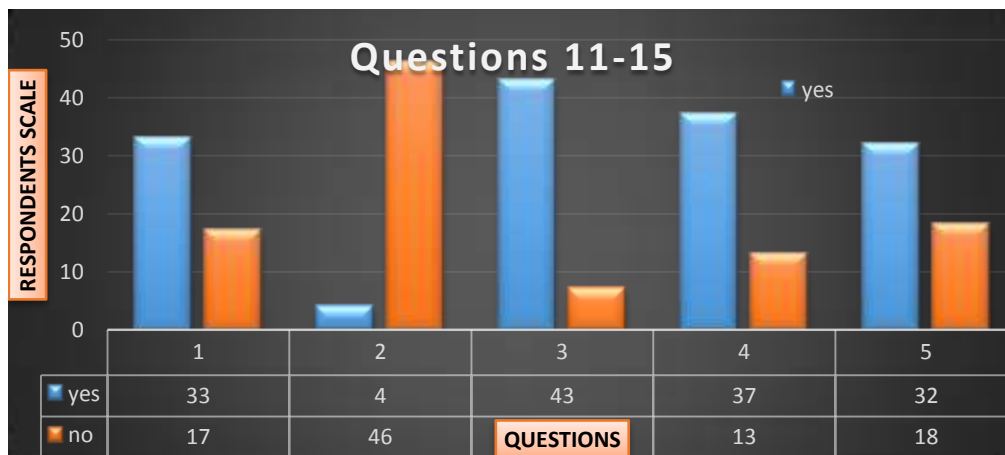
requirement while form filling.so, it is suggested proper guidance to be given before online form submissions.

Q.11-15 Analysis and Interpretation

Following are the question asked in survey.

11. Is online process secured by various software based on security?
12. Online admission can be done by use of mobile phones?
13. Is the booklet provided by institution is useful for form filling?
14. Are your grievances effectively handled by department?
15. Is the online system effectively designed?

Below graph is the analysis of question 11-15.



Findings

Respondents in survey are of opinion that the system is secured based and low risk of hacking.as use of smart phones are increasing but still there online admission cannot be done by use of smart phones as such one requires computers. The book provided which has college codes and instruction with picture is very useful to students .there are issues which needs to be handle by department effectively. Students have gain confidence that online system is effectively designed.

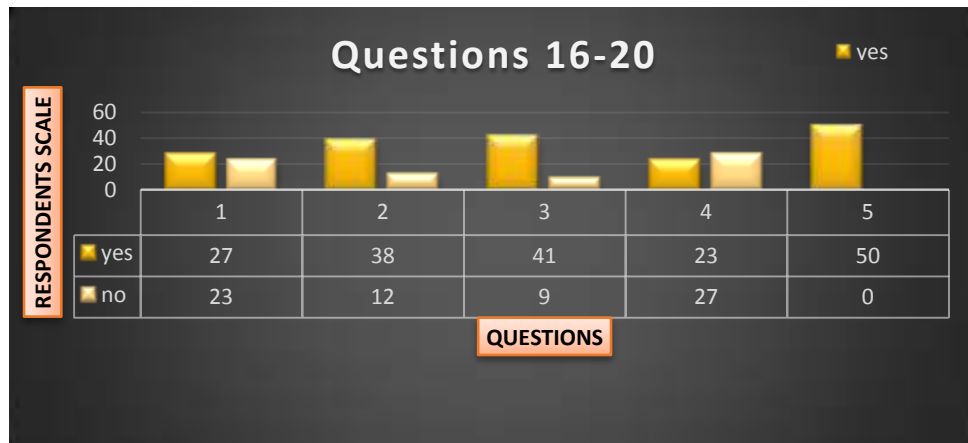
As technology has advanced so there is need that forms can be as well filed with the help of smart phones than only the entire process can be said that it is effectively designed.as system is of high security students are of favour of online admission. But certain grievances are need to be dealt by providing proper help line nos. which are accessible and the person receiving call is able to handle grievance.

Q.16-20 Analysis and Interpretation

Following are the question asked in survey.

- 16. In online admission forms do vernacular students face language problem ?
- 17. Are people technologically literate for handling online process of admission?
- 18. Is there need to provide training to staff and students for online form filling ?
- 19. Is online admission processing fee high?
- 20. Is online admission process necessary to bring in change in system?

Below graph is the analysis of question 16-20



Findings

As the students that were part of survey favoured that online form filling should be made available in regional or mother language instead of only English for vernacular language. As guidance is given for form filling so people are technologically literate enough to at least fill up form without any complications. However, they are of opinion that there is need to provide training to staff handling online admission process. The cost incurred in online form filling is low than offline such as getting admission forms. Majority say that online admission process is necessary for bringing in change in admission process system.

There is need to have arrangement of form in Marathi or Hindi language so that people from vernacular medium find it easy while filling form.

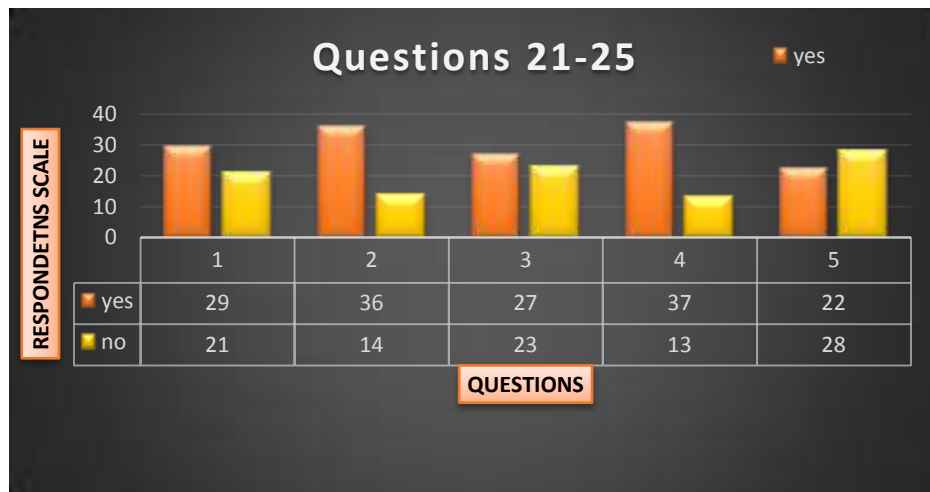
Q.21-25 Analysis and Interpretation

Following are the question asked in survey.

- 21. Do people from all sections of society benefit from online process?
- 22. Are proper technological facilities provided by government for online forms?
- 23. Do you favour online evaluations for examinations?
- 24. Has online admission process benefited you?

25. Would you favour online admission process?

Below graph is the analysis of question 21-25.



Findings

Participant responded to this question is nearly 50-50 as few say that all sections are and are not as well benefit from society. There are technologies provided from government yet 30% of students say they were deprived of proper technological facilities required for online admissions. Major students say that online admission has benefited them because of the merits. Students have favoured online admissions over offline as well they support online evaluations.

There are certain sections which still are deprived of proper technology know how whereby they do not like to invest their money and time in technological aspects. This certain backward sections are though of guidance provided have to depend on others for form filling and may be looted for undue advantage. As well they Responses received for technology facilities provided are of opinion that some educational institutes are nor supportive with providing computers and printers whereas due to concessions given to few institute there are certain institute do that receive technological help. Therefore there is mix of opinion given on technological support. Students have supported online evaluations considering that there might be reductions in correcting papers. Student's will support online admission process because of the benefits they get one of which is admission on merit base and applying to many colleges in on form from one pace at one times with one time processing fee.

26. What facilities should be provided by government for effective online admission process?

As per responses received and on analysing it the interpretation could be that the facilities provided by government for effective online admission process are effective in certain cases.
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There has to be improvements by institutions that cannot provide facilities for online admission process. Students from lower background have to incur expenses for filling form online through cyber, spending on prints and to pay additional amount to the agent.

Therefore, if government looks into the matter that even remote area schools or colleges should be given instructions accordingly for providing proper facilities to make online admission system work effectively. There has to be initial planning for proper implementation so students need not wander at different cyber for admission and incur unwanted admissions.

27. Will online assessment be beneficial in Indian scenario in future?

As participants were students from 11th standard they were not much aware of online assessment. When explained about problems that were faced by teaching staff and students for online assessment students were of the opinion that assessment should be based on test where assessment through online is systematic. They agreed for online assessment so that they can as well have access to papers online. Through online evaluation it becomes more transparent and students will come to know their mistakes done in paper.

28. What was your experience with online admission process?

Experiences shared by participants are need to be noted. It implies that there are improvements which need to be done for improving the online effectiveness. Students have given their suggestions while sharing their experiences. Students show that experience was good as it was first time after SSC exams. Yet, more guidance is needed and more of support from school. They find themselves stuck in form filling at times. It is good to use technology as India is in transition of digitalization.

29. Is online admission process widely accepted?

If yes, why it is widely accepted /

If no, why it is not widely accepted?

Participant's response is positive to this question. They agree to it that online admission process is widely accepted. It is widely accepted mainly because of reasons transparency, cost and time effective. Even it is accepted to bring in change in the system of admission.

30. What are your opinions to improve online admission process?

To this question the response was that main improvements required was in proper management of the process. At times date that were announced for online admission form but the site was unmanageable. There were delay in handling grievances which needs to improve.

Conclusions

As online admission process has brought into Indianscenario,there are certain issues which need to be taken care of. Students have favoured online admission process because of the expenses incurred in offline admission process. Moreover the time saved in online process is more than offline. Participants were of opinion that it is more convenient if online admission can be done through mobile phone as well. Government efforts to bring in transparency is supported by participants but there should be more access to computer and required technology without any trouble.It is a successful attempt to improvise the online admission system to take a step towards Digitalized India.

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