



# **SRI BALAJI VIDYAPEETH**

(ACCREDITED WITH 'A' GRADE IN THE FIRST CYCLE BY NAAC)

Pillaiyarkuppam, Pondicherry - 607 402

## **SBV POLICY ON STUDENT SUPPORT**

### **2019**

**Revised Edition of 2015**

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(DEEMED -TO –BE- UNIVERSITY)

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<p><b>Date:</b> 30-10-2019</p>	<p><b>Date:</b> 21-11-2019</p>	<p><b>Date:</b> 10-12-2019 <b>BoM Approval:</b> 17-12-2019</p>

### Document Revision History

Date	Version Number	Brief Description of change	Change Request Number
09.10.2015	Original	-	SBV – SS - PL-2015
17-12-2019	<b>First revision</b>	Change made in preamble  Inclusion of prevention of Gender harassment  Inclusion of Parents Teachers Association  Inclusion of SBV Media and Publicity Committee	Page 3  Page 6  Page 7  Page 9

## **TITLE AND APPLICABILITY: SBV POLICY ON STUDENT SUPPORT - 2019**

It is applicable to the students of the constituent colleges, centres across all the disciplines at both the campuses (Main and Off). The policy would be referred to hereafter as SBV POLICY ON STUDENT SUPPORT.

### **1.0 PREAMBLE**

Sri Balaji Vidyapeeth Deemed to be University (SBV) is a progressive Health Sciences Higher Education Institution depicting high values, professional ethics and quality manpower. All of these attributes culminate in robust student support and progression.

The fledgling students of today are the high caliber professionals of tomorrow. Keeping in view this important facet, the **Student Support Cell of Sri Balaji Vidyapeeth (SSC-SBV)** has been constituted with the sole purpose of addressing all development related issues and aspects of holistic student welfare. These activities would essentially centre around, as well as foster curricular, co- curricular and extra- curricular activities of the students. The diverse background and variegated student activities have been duly taken cognizance of while framing the policy,, since the students at any given point of time at SBV would be drawn from Medicine, Dentistry, Nursing Sciences, Allied Health Sciences, Physiotherapy, Pharmacy and Biological Sciences.

The Policy would come into existence as **SBV POLICY ON STUDENT SUPPORT** and would embrace the activities of the Student Support Cell of Sri Balaji Vidyapeeth (SSC-SBV)

### **2.0 PRIMARY OBJECTIVES OF SSC-SBV**

- To provide sustained guidance to the students on myriad options available and challenges to be encountered during the entire stretch of the academic sojourn
- To identify & develop inherent abilities and focused interests
- To help students face challenges in the realms of academics
- To create awareness among the students for their career avenues and options available
- To nurture positive attitude & behavior aimed at facing the challenges of life
- To provide information to the students on the scope and relevance of all areas within and beyond their curriculum
- To recognize the relative strengths and weaknesses of the students and help them in their career path

### **3.0 PURPOSE OF THE POLICY**

The purpose of the policy is to primarily institute a comprehensive initiating and monitoring system to help oversee the variegated endeavors framed for the larger benefit of the student community and stakeholders, in general. The policy is holistic in nature and would cover several facets of student support including anti ragging, grievance redressal mechanism, psychological support, facilities for the differently abled, career guidance, awareness of a variety of benefits that accrue to the students through the constitution and functioning of the various clubs, besides all developmental initiatives planned for the betterment of the student community.

### **4.0 STUDENT SECURITY AND SAFETY**

Student security and safety are of primary concern. Emergency response requirements would be addressed appropriately. SBV would view the security of its students very seriously. If the students experience any threat to either dignity or security or any form of harassment, they would be effectively addressed and that keeping in view the overall ethos of the institute.

The campuses of SBV (Main and Off) are gated with only one Entry/Exit Gate to the campus and hostels. Boundary walls and barbed wire fortify the whole campus. Round the clock security personnel at the Main Entry/Exit Gates and at vantage points in the campus shall beef up the existing security measures that would be further strengthened by surveillance cameras/CCTV. Visitors shall be screened at the Reception of the hostels, before they are allowed to meet their wards.

Regular inspection of the eating establishments is managed by a team led by a Medical Officer and food safety microbiologist. Potable water shall be provided through the dedicated plants, based on reverse osmosis. The campus shall have cooperative stores, utility shops, canteen, cafeteria and ATM that would minimize the students undertaking visits to the city.

#### **4.1 ANTI RAGGING**

SBV has zero tolerance towards ragging. The guidelines laid down by the Government of India as well as the directives of the apex commission, namely UGC with reference to the creation of a helpline, besides implementation of the policy on Anti ragging would be enabled in letter, spirit and action. A comprehensive policy on curbing the menace of ragging is made available as a distinct document.

## **4.2 GRIEVANCE REDRESSAL**

In order to efficiently streamline the management of grievances and redressal mechanism, as well as the requests for support and assistance received from our students (present and prospective), a support ticket system would be in place. Every support request would be assigned a unique ticket number which could be appropriately utilized to track the progress and responses online. In order to promulgate transparency as well as according other benefits to the students, a comprehensive road map would be made available leading to complete archives and history of all the support requests. The creation of a valid e mail address by the aggrieved would be regarded as a pre requisite to expedite the process of grievance redressal.

The Grievance Redressal Committee/ Cell would be made available as a two tier system i.e at the level of individual institute led by the Dean/ Principal as well the one at the level of the University headed by a senior Dean/Principal. The cell, at the level of SBV would also comprise of the legal officer, student representative and an ombudsman. Students would be encouraged to send in their feedback as well as grievance on issues related to lectures, laboratory, clinical teaching, library, hostel etc. Instantaneous redressal mechanism would be promulgated through due intervention of the Functionaries including Dean/Principal, Medical Superintendent, Chief Librarian, Hostel Warden and others, as deemed appropriate.

The objective of the Grievance Cell is to help develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious and salubrious ambience in the institute.

A distinct aspect is an effective redressal mechanism with reference to the grievance issues that surface out of the University examinations. A distinct policy is available that highlights the various features of the grievance redressal mechanism concerning the University examinations

## **4.3 PREVENTION OF GENDER HARASSMENT**

To help create awareness among the students regarding gender harassment and to alleviate the distress that may arise due to such incidents, a fully functional cell is in place which works on the basis of a duly drafted policy on prevention of gender harassment.

## **4.4 STUDENT HEALTH AND HOLISTIC WELL BEING**

The medical college hospitals located in the premises of the main and off campus would have provisions and competency to offer robust health services to the students of the

constituent institutes and centres. A comprehensive set up would be in place including the presence of a campus based Resident medical Officer (RMO). The duties of RMO form the basal layer of the medical team in the hospitals, in association with the nursing and support staff. Sickness certification and need for referrals as and when warranted would be effected on a routine basis and constitute an integral component of the student support.

Providing psychological and emotional support acquire great relevance with reference to offering student support services. Well trained student counselors who are adept at various aspects of the emotional behavior of the students would render succor to the students in need. A unique feature of the student support cell at SBV, besides the presence of well-trained student counselors is the presence of fully functional Centre for Yoga therapy Education and Research (CYTER) and Centre For Music Therapy Education and Research (CMTER) that would offer sound and competent student support by way of providing destressing activities, through yoga and music respectively. The Counselling Cell which is an ingrained unit of the Student Welfare Department would address several issues that would include stress, anxiety, conflicts, Fear, phobia etc. Besides, the Counseling services would also encompass peers, family, adjustment problems etc. Competent clinical psychologists attached to the teaching hospitals would augment the counseling services.

SBV is one among the few higher education institutions in the country that imparts daily yoga practice to the students from across all the disciplines.

#### **4.5 MENTOR MENTEE SYSTEM**

The Student mentoring system is introduced in the constituent institutes of SBV. The teachers would be entrusted with the process of mentoring. Every mentor would be assigned a manageable number of students (mentees). Every mentor would prepare a list of all the students allotted to him / her with details of Name, Unique Identification Number, Class, Contact Number and E Mail id and maintain records to that effect. The mentor would be entrusted with well- defined responsibilities to take care of all the mentees that would include among others career counseling, personal counseling and comprehensive guidance to overcome difficulty in their curriculum and to make provisions for remedial coaching.

The mentor shall meet the mentees regularly and record the outcome of such meetings in the hard copy maintained specifically for the purpose. The mentor shall also identify the students performing exceptionally well (High performing) and report to the



competent authority for further action. The mentor shall be a member in the disciplinary committee, if a student (mentee) violates the code of conduct, as laid down by SBV, for the students across all disciplines.

#### **4.6 PARENTS TEACHERS ASSOCIATION**

The Parents Teachers Association would provide a viable and unbiased platform for the parents to interact with the heads of the institution and Teachers regarding any issues related to the overall progress and well-being of their wards. The parents would be informed regularly of their ward's progress and weaknesses and strengths of the wards would be discussed threadbare at the meetings so as to promote enhancement in overall progress of the wards. Suggestions from the parents would form an important, inherent agenda in all of these meetings. The mentor would also identify latent talents in the students and bring the same to the notice of the parents. The mentor would play a pivotal role during the regular meetings of the Parents and Teachers.

#### **4.7 STUDENTS COUNCIL**

To foster a sense of awareness and also to groom the personality of the students, the individual institute of SBV duly constitutes a Students' Council. The tenure of the Students' Council would be one academic year and the council would take the lead and initiative in conducting co-curricular and extra-curricular activities.

The primary objective of the student's council is to involve the student community in activities related to capacity and institution building. The Council would inculcate among the students a sense of ownership of the institute and their cherished role as well as associated responsibilities in the growth and development.

#### **4.8 FACILITIES FOR THE DIFFERENTLY ABLED**

SBV is quite sensitive to the needs and concerns of the differently abled students in all of the courses and programs offered under the ambit of the University. Due compliance with the guidelines inscribed in **The Persons with Disabilities Act of 1995** as well as **Guidelines facilities for differently -abled persons** laid down by the UGC form the basis.

Barrier free environment in all the buildings at the main and off campus for which ramps/rails and specially designed wash rooms shall be made available. Battery driven cars shall be deployed to transport the differently abled students within the campus. Wheelchairs for differently abled students shall be made available. Other benefits that would be conferred on such students would include single occupancy rooms in the

hostels with due provision for assistance as and when desired . Additional time would be provided in the University examinations especially to those who require the assistance of a scribe, duly approved by the competent authority. The faculty members of the institutes provide mentorship and care to differently abled students wherever attention or guidance is warranted in a manner that would instill confidence and faith in the minds of the differently abled students.

#### **4.9 REMEDIAL TEACHING**

Remedial teaching shall be offered in English language to such of those students who hail from vernacular language medium. Similarly, communication skills in the local language (Tamil) are imparted to students who hail from other states. The IQAC of SBV has come out with a ready reckoner, based on a compilation that delineates the translation of medical jargon from English to local language (Tamil).

#### **4.10 CAREER COUNSELING**

The constituent colleges have Career Guidance and Placement Cell which organize various guest lectures and counseling programs for the betterment of the avid student community. Campus interviews/placements shall be arranged wherever possible. The cell also shall actively organize quality programs related to entrance / competitive examinations for various PG programs and other activities related to student progression, both within and outside the country.

#### **4.11 STUDENT PROGRESSION**

Special academic prizes have been instituted to nurture academic and overall excellence. Endowment medals and Chancellor's medal of excellence have been instituted in a variety of subjects. These medals would be given away during the annual convocation.

#### **5.0 GOVERNANCE**

To help facilitate several activities related to student support, working committees, with a healthy mix of faculty and students alike, shall be constituted. Meetings at regular intervals to discuss upon various aspects and logistics related to the realization of the objectives of the designated committees would form the core.

#### **6.0 INVOLVEMENT OF MEDIA**

Cardinal Activities related to student support and progression that warrant publicity would be taken due care of as and when deemed necessary. To help enable media

publicity, the support and guidance of SBV-MEDIA AND PUBLICITY COMMITTEE (SBV-MAPCOM) should be sought.

**7.0 EXCEPTIONS, IF ANY:**

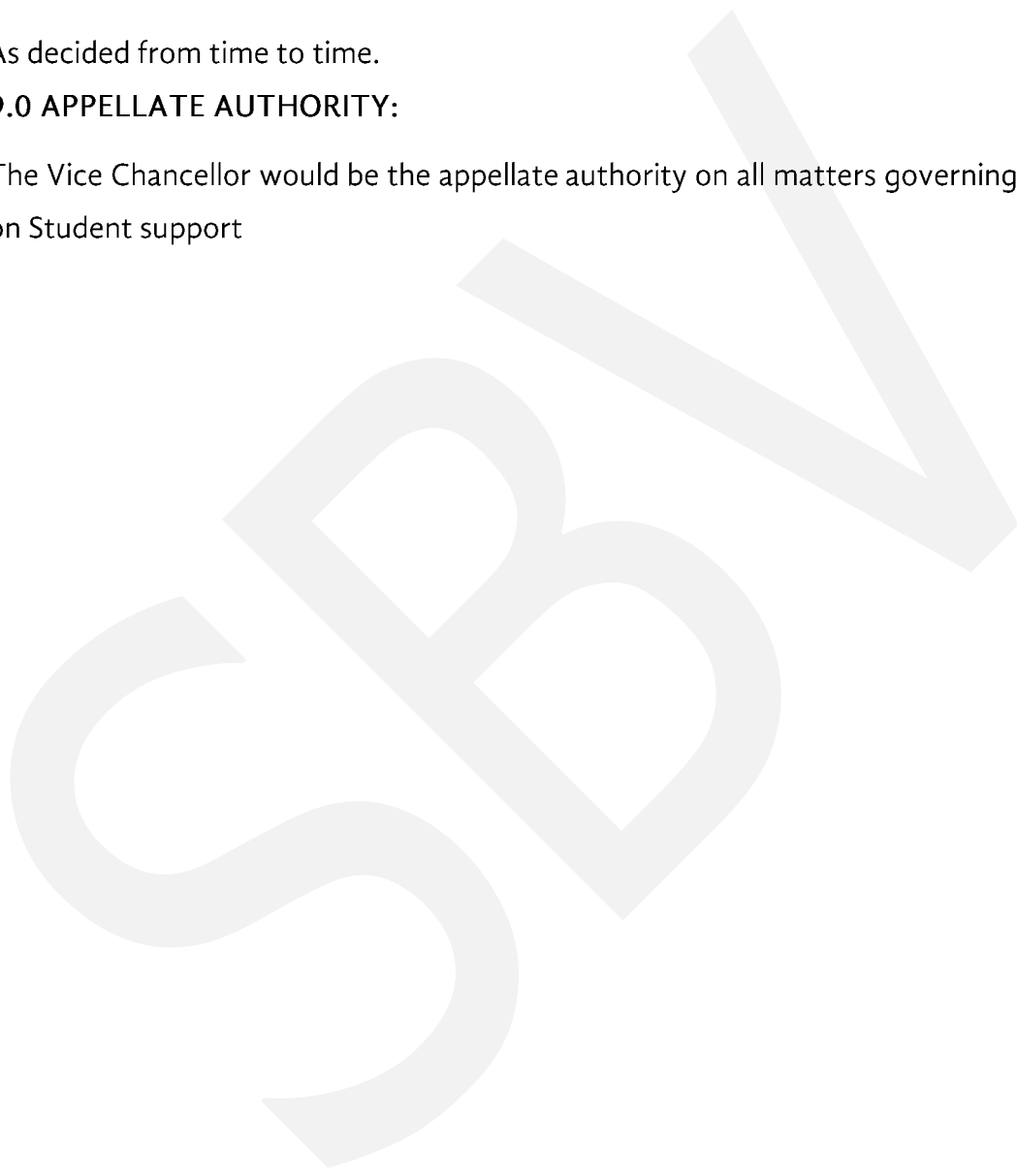
Nil

**8.0 ANY OTHER PERTINENT DETAILS:**

As decided from time to time.

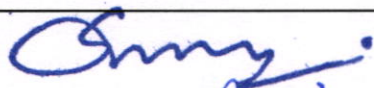
**9.0 APPELLATE AUTHORITY:**

The Vice Chancellor would be the appellate authority on all matters governing the policy on Student support



Sl.No	Role	Name	Designation	Signature
1.	Prepared by	Dr. Sukumaran A	Dean,SSSMCRI	
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		Dr. A.N.Uma	Vice Principal , FAHS	
2.	Reviewed by	Mr.Ralph Alexander Matthews	Legal Officer & Head, HR	

**Approved by:** Dr.Subhash Chandra Parija., Vice Chancellor, SBV:

  
S.C. Parija