

Institutional Best Practices

Best Practice-1

Title of the Practice: Establishment of a 24x7 Helpdesk.

Objective of the Practice:

The objective of the helpdesk is to provide information and assistance to all stakeholders including students, faculty, parents and civil society particularly those experiencing technical issues or needing guidance. Key goals include:

1. **Immediate Support:** Provide round the clock support for students facing urgent crises related to academic, personal, social, mental health, etc.
2. **Appropriate Information:** Provide all sorts of information regarding academic calendar, admissions, examinations, financial aid, administrative decisions, etc.
3. **Communication:** Facilitate communication between students and college administration any time and especially during off hours.
4. **Problem Solving:** Address and resolve technical issues or problems effectively and efficiently to minimize downtime and frustration.
5. **Service Improvement:** Gather feedback and data to identify areas for improvement in products, services, or support processes.

Overall, a helpdesk aims to ensure a smooth and positive experience for stakeholders while contributing to the overall efficiency and effectiveness of the organization's operations.

The Context:

The primary and a large chunk of stakeholders of an educational institution are the students and society. Getting proper and timely information about the academic calendar is always a main concern of the students and society. It has been observed that students and other stakeholders often remain in a state of confusion that to whom the query can be raised and reaching to the chair every time is neither user friendly nor possible. Thus, 24x7 helpdesk is hereby adopted by the institution as one of its **best practices** to collect and provide the accurate information in right time.

The Practice:

In order to ensure timely collection and dissemination of information following practices are hereby adopted by the college

- i. One or two officials of the college shall be given the responsibility of the helpdesk cell by the proper order of the chair.
- ii. These officials shall collect or be provided every information/Notices/Circulars pertaining to the academic and administrative functioning of the college and will keep a record of the same.
- iii. The contact numbers of these official under subject shall be circulated among the students and for the information of public in general.
- iv. The official shall circulate the information through common platform like WhatsApp group/official Facebook page and website besides providing the information on request basis.

Best Practice-2

Title of the Practice: Institutionalization of Awards.

Objective of the Practice:

Awards in academic institutions serve several important purposes:

- 1. Recognize Achievement:** To highlight and celebrate students' and faculty members' academic and extracurricular accomplishments, encouraging excellence in the institution.
- 2. Motivate and Inspire:** To inspire individuals to strive for higher standards and to push their limits, fostering a culture of high achievement.
- 3. Acknowledge Effort:** To validate the hard work and dedication of students and staff, providing a sense of accomplishment and recognition.
- 4. Encourage Growth:** To promote continuous improvement by setting benchmarks for performance and achievement.
- 5. Foster a Positive Environment:** To create a supportive and motivating academic environment, strengthening the community within the institution.

The Context:

Over the past many years this institution is observing a decline in the student's enrolment, discipline, regularity, punctuality, participation and enthusiasm. It is important to glorify the achievements of the students and faculty so as to encourage the stakeholder in building their trust and satisfaction in the working of this institution. Thus, "institutionalization of award" is hereby adopted by the institution as one of its **best practices** to achieve the objectives mentioned above.

The Practice:

The awards shall be given as per the following:

- i. Different categories of awards shall be announced in the general orientation programme as well as through issuance of proper notice in the beginning of academic session every year.
- ii. The awardee in each category shall be announced and facilitated during the annual day at the end of the academic session.
- iii. The awardees shall be selected through proper scrutiny by the committee of the following members and shall be approved by the chair:
 - a. Senior most faculty member.
 - b. IQAC co-ordinator.
 - c. Heads of the departments
 - d. Staff secretary
 - e. NSS Programme officer
 - f. NCC ANO
 - g. Convenor sports committee
 - h. Convenor discipline committee
 - i. Convenor cultural committee.
 - j. Any other member as deemed fit
- iv. Following awards are institutionalized during the session 2024-25.
 - a. Best in discipline award
 - b. Best in athletes (Can be given game wise)
 - c. Best captain
 - d. Best in cultural (can be categorized further if needed)
 - e. Best Anchoring Award
 - f. Best in overall Attendance streamwise (*i.e* science and Humanities, in case of tie, merit of latest completed semester shall be considered)
 - g. Best in NCC Cadet
 - h. Best in NSS volunteer
 - i. Best in community services
 - j. Academic excellence award streamwise (Topper of Last completed academic session shall be called)
 - k. Student of the year award (overall performance in all area)
 - l. Best library attendee award
 - m. Best creativity award (for innovative ideas/actions)
 - n. Any other as deemed fit.