



Policies on Student Support Services

Contents

Sl. No.	Item	Page
1.	Extension and Outreach	2
2.	Mentoring and Counselling	3
3.	Grievance Redressal Cell for Continuous Evaluation	4
4.	General grievances	6
5.	Library	8
6.	Placement	9
7.	Scholarships and Financial Support	10



Policies on Student Support and Services

The following policies aim to provide comprehensive support to students in their academic and personal lives.

1. Policy on Extension and Outreach

1. All extension activities must be approved by the college authorities prior to commencement.
2. Students must submit a detailed proposal outlining the nature of the activity, target audience, objectives, timeline, and budget.
3. The college may provide financial assistance for approved extension activities.
4. Students are required to maintain a regular log of their activities and submit a final report upon completion.
5. Active participation in extension activities is considered favourably during the selection process for scholarships and other awards.
6. All extension activities of NSS, NCC etc shall be governed by the policies and implementation guidelines of Kannur University, UGC, the State and Central governments government.



2. Policy on Mentoring and Counselling

1. Composition

- The Mentoring and Counselling committee shall consist of experienced faculty members and a coordinator nominated by the principal.

2. Mentoring Hours and Allocation of Mentees

- Each mentor is required to dedicate a minimum of 2 hours per week for mentoring activities.
- A 1:20 mentor-to-student ratio shall be ensured for effective guidance.
- Students shall be allocated to mentors at the beginning of each academic year.
- Allocation should consider students' academic needs and preferences when possible.

3. Responsibilities of Mentors

- Provide academic guidance, career advice, and personal support to the assigned students.
- Monitor and track the academic progress and personal development of their mentees.
- Encourage open communication and be approachable for students seeking guidance.
- Maintain confidentiality and ensure a safe and non-judgmental environment.

4. Mentoring Activities

- Mentors shall conduct one-to-one sessions with their mentees on a regular basis.
- Organize group mentoring sessions, workshops, and seminars on relevant topics.
- Assist students in setting academic and personal goals.
- Mentors shall maintain records of mentoring sessions, student progress, and concerns raised.



3. Policy on Grievance Redressal Cell for Continuous Evaluation

Objective

- The continuous evaluation grievance redressal policy is established to ensure a fair, transparent, and efficient mechanism for resolving grievances related to the continuous assessment process.
- The objective is to address concerns promptly, maintain the integrity of the evaluation system, and enhance the overall student experience.

Composition

- The committee shall consist of experienced faculty members and a coordinator nominated by the principal.
- The institution strictly follows the guidelines of the affiliated university in the continuous evaluation process.

Submission of Grievances

- Students are required to submit their grievances in writing to the Grievance Redressal Committee (GRC) within 2 days from the date of receiving the assessment results.
- Grievances should be submitted using the designated Grievance Form available at the College Office or on the official college website.
- The completed Grievance form should be submitted to the coordinator clearly outlining the nature of the grievance and supporting documentation, if any.
- The GRC will investigate and resolve the grievance within 5 days from the date of acknowledgment.

Confidentiality

- All information related to the grievance, including the identity of the complainant, will be treated with utmost confidentiality to encourage open communication.

Investigation Process

- The GRC will review the grievance, gather relevant documents, and may interview the student, faculty, or other involved parties.
- The GRC will reach a decision based on the available evidence and provide a written explanation of its findings.



Communication

- The GRC will communicate the acknowledgment of the grievance to the student within 5 days.
- Updates on the investigation progress will be communicated to the concerned parties periodically.
- The final decision will be communicated in writing to the student, including details of any corrective measures taken.
- If the student is dissatisfied with the decision of the GRC, they may appeal to the higher authority.



4. Policy on Grievance Redressal Cell for General Grievances

Objective

- The college has framed a grievance redressal policy with the primary goal of providing students an efficient, transparent and easily accessible mechanism for resolving their general grievances.

Composition

- The committee shall consist of experienced faculty members and a coordinator nominated by the Principal.

Submission of Grievances

- Students are required to submit their grievances related to any academic or non-academic issues to the Grievance Redressal Committee (GRC) in writing.
- The students can also submit the general grievances through the online portal (<https://marymathacollege.ac.in/students/grievance-redressal-cell>) after filling the necessary information regarding the same.
- The GRC will investigate and resolve the grievance within 5 days from the date of acknowledgment.

Confidentiality

- All information related to the grievance, including the identity of the complainant, will be treated with utmost confidentiality to encourage open communication.

Investigation Process

- The GRC will review the grievance, gather relevant documents, and may interview the involved parties.
- The GRC will reach a decision based on the available evidence and provide a written explanation of its findings.

Communication

- The GRC will communicate the acknowledgment of the grievance to the student within 5 days.
- Updates on the investigation progress will be communicated to the concerned parties periodically.
- The final decision will be communicated in writing to the student, including details of any corrective measures taken.



- If the student is dissatisfied with the decision of the GRC, they may appeal to the higher authority.



5. Library Policy

1. The library shall work under the guidance of the Library Advisory Committee.
2. The Library Advisory Committee and its student wing shall facilitate the effective functioning of the library.
3. The fully automated system, KOHA shall be implemented to ensure felicitous operating mechanism.
4. INFLIBNET and other government provided services shall be availed to help staff and students acquire the digital knowledge pool with ease.
5. The working hours of the library shall be decided by the Principal and the Librarian and ratified by the library advisory committee.
6. The library personnel shall ensure easy access of all library facilities to the students and faculty.
7. Currently enrolled students, research scholars, and faculty shall use the library facilities.
8. The library facilities would be available to users from other institutions if a Memorandum of Undertaking is applicable.
9. Students and staff shall avail and return library books as per the norms laid down by the Library Advisory Committee.
10. Students and staff shall abide by the norms regarding materials for reference purposes. Materials for reference shall not be made available for circulation.
11. Students and staff shall conform to the rules concerning overdue materials.
12. The coordinator of the library committee shall collect a list of library requirements from the departments at the beginning of the academic year which has to be forwarded to the Governing Body through the Principal.
13. Regular updating shall be done with regard to books, journals, other subscriptions and digital sources.



6. Placement Policy

1. The Placement Committee shall include a coordinator, teaching faculty, and representatives of final year students of different departments to assist in organizing the placement activities like training and campus hiring. The students stand as a communication carrier from the Placement Cell to the peer group and vice versa. The Students will be identified annually by the Career Guidance & Placement Cell with the help of Heads of the Departments and final year mentors.
2. The Coordinators of the Career Guidance & Placement Cell shall meet Student Co-ordinators regularly on the first-week of every month at zero hours (3.00 p.m. to 4.00 p.m.). Periodical meetings are held prior to every campus placement hiring process.
3. The placement team ensures that, according to the requirements of the companies, all the required arrangements for the smooth conduct of the hiring process is made with adequate halls, interview rooms for per-presentation talk.
4. Roles and responsibilities of the Career Guidance and Placement shall be:
 - a. To support the students in the development of soft skills and communication ability.
 - b. To organizes orientation sessions by industrial experts to understand the latest trends and industry prerequisites.
 - c. To organise workshops, seminars and personality development programmes to build confidence.
 - d. To organize a pre-internship programme to make students industry ready. Eam and learn programmes are arranged for the students who are in need of financial support.
 - e. To provide training on aptitude skills to succeed in the quantitative tests during the campus interviews and in competitive exams.
 - f. To conduct mock interviews and group discussions as a part of the industry readiness programme.
 - g. Organise adequate programmes after understanding job avenues and openings.
 - h. To build a strong network and establish symbiotic relationships among the corporates, houses, industries, alumni and peer institutions for university placements, internships and related activities.



7. Policy on Scholarships and Financial Support

1. There shall be a Committee for Government scholarships and a Committee for Endowments and Institutional Scholarships. Coordinators of these committees shall be appointed by the Principal.
2. The central and state governments are extending scholarships and e-grants to students belonging to socially and economically backward communities, and robust measures shall be implemented to facilitate their successful application and utilization.
3. Deserving students also have access to scholarships provided by non-governmental organizations.
4. The college shall provide endowments to students who demonstrate exceptional academic performance.
5. Students belonging to the Scheduled Castes and Scheduled Tribes are eligible for full fee concession and monthly stipends at the rate fixed by the government from time to time.
6. Proper application with necessary certificates have to be submitted within the prescribed time to the SC/ST departments through the principal.
7. The monthly stipend will be released to the SC/ST students only on the basis of their good conduct, attendance, and progress in studies, as certified by the principal.
8. Students whose family income falls below Rs 100000/- (Rs. One lakh) are eligible for fee concession as per Kumara Pillai Commission Report (KPCR).
9. Fee concession is not available for students who join the unaided courses except those belonging to SC/ST/OEC Categories.

These policies shall be reviewed regularly to ensure its relevance and effectiveness. Any proposed changes to the policies will be subject to approval from the relevant authorities.