

Best Practice 1

Title of the practice: Teaching and learning amid Covid-19 challenges via video conferencing.

Objectives of the practice:

- To adapt quickly amid Covid-19 protocol on online teaching – learning methodology proficiently and efficiently.
- To make online academic delivery well organised, planned, and structured for the understanding of the learner.
- To adopt new technological tools in the field of online higher education.

The Context:

Since its outbreak in late 2019, COVID-19 has wreaked havoc across the world and like any critical sector, education has been hit hard.

- The Covid pandemic wreaked havoc across the world, thus the significance of online education was seriously noted and well implemented to cope up with the new challenges faced due to the pandemic. The institution has adopted the online teaching considering it the need of the hour.
- The institution makes its efforts to make online learning easy by adopting M S Team and ERP and providing training its staff for efficient delivery and support the students.
- The adoption of online teaching-learning methodology posed new challenges i.e., small screen movement, Internet connectivity and the eye strains and the long sitting affected the health which was mitigated through Yoga & Fitness club, the institution tried its level best to make system more user friendly.

The Practice:

- The Information & Technology department of the institution provided appropriate training, guidance, and support to all the faculty, students, and staffs members to adopt the video conferencing MS Teams application for teaching-learning. The faculty updated themselves to facilitate online teaching-learning process for the benefit of learners.
- The IT department of the institute continuously monitored the online teaching-learning system and provided training, direction, and real time technical support to students and faculty on technical issues which they have faced.

- The software, tools and technique used for online teaching-learning method gave multiple technological options to become more organised, planned, and structured digitally.
- MS Teams software was used for the online conduction of classes. Class in charges of the respective class provided individual Team id and password to the students. The class timetable was uploaded by the respective class in charges and the subject faculties along with the students joined the link of the class at allocated time.
- The internals and the subject viva at the end of the semester held during this period were online and it was beneficial for the students and course experts to conduct the online proctored examination from university.
- Faculty provided quality online materials and accessed e resource to extract course materials using J-gate, DELNET etc.
- The students from time to time received training on making connectivity from their home on MS Teams software for which several demonstrations on demand were made to train.
- With sincere efforts of faculty, the students were able to update the entire teaching-learning process, wherein several webinars, workshops, and conferences where the domain experts across the world were connected to share their wisdom and knowledge to the advantage of students.
- Online projects and case studies were given to students to continuously upgrade their alma mater (Training & Placement) as per the desired industry requirements throughout the semester.

Evidence of Success:

- After the immediate effect of Covid, the institution sincerely applied all the measures which would be essential for the conduction of online classes and provided all technical support to run it efficaciously.
- Within a short span of time our institution witnessed the success of this online teaching – learning methodology. The faculties and students adopted the system very fast, and they handled every challenge with proper coordination and support of each other. The institute proved to be forward looking and adapting new technologies in online teaching.
- The management puts all effort to make the system organised, planned, and structured in terms of online education.
- Faculty planned their classes, events, webinars, and workshops online with all-possible support from IT department of the institute. Experts of different domain across the globe

taken sessions and the smooth run of these events gave a boost to the faculty to further continue and implement this online system.

Problems encountered and resources required: Besides giving immense opportunities to the student's, certain challenges were also noticed during the Online Teaching. Some of them are as follows:

- Lacking in awareness of online educational conferencing software's.
- Lacking in technical knowledge.
- Network issues with proper bandwidth of Internet.
- Transformation of content from physical form to digital.
- Few students were having the problem related to hardware, software configuration and Internet connectivity.
- Lack of concentration, headache, and eyesight issues due to sitting continuously in front of screen.
- Managing smart phones and laptops.

Resources Required:

- MS Teams, Go to meeting, Zoom, Browser.
- Internet Bandwidth, Wi-Fi hotspots.
- Computer hardware Multimedia devices.

Best Practice 2

Title of the Practice: To counsel the students on Covid-19 protocol challenges and keeping them encourage and motivated to excel in their academics by winning over pandemic.

Objectives of the Practice:

- Sensitization of the Covid-19 protocols.
- Challenges posed by the variance in the Covid-19 virus.
- Keep the students motivated under pressure of their parent's job loss or casualty in their family, if any.
- Keep the students motivated and encourage to handle technical/digital glitches during Covid-19.
- Augmentation of Mentor – Mentee system which deals with the issues coming out of Covid-19 or else.
- Fostering a culture of compassionate and mindful living.
- Adopting qualitative management strategies to bridge the academic and administrative gap of the students for better performance.
- To provide personal counselling to students on all issues of their concern.

The Context:

- The institution adopts the Mentor – Mentee system which is a one-to-one communication with the students of each department. The class teacher interacts with the students and do try to give the best solutions and the support required to them.
- Mindfulness is a way of learning to countenance the pressures of modern living, to cultivate kindness and compassion – starting with being kind to ourselves. It involves both sensitivity to our own and others' suffering and the courage to deal with it.
- By personal counselling, efforts are done to counsel and support students to face behavioural, physical, or mental health and individual challenges. Also, the process of personal counselling is helping the academic growth of the students.
- Personal counselling is a continuous process and it's the part of regular observation of the students specifically related to their academic performance, development of participatory approach in all aspects, and developing their personality with more humility and confidence as an essential trait.
- Our counsellors have a strong level of social perceptiveness, experience, and art of dealing with students. They are gently persuasive and making the students feel confident, safe, and secure towards their career.

The Practice:

- The class teacher cum mentor interacts with each student of his/her respective class and tries to find out the issues related to them. Problems concerned with faculties, adjustment classes, coverage of the syllabus, understanding of the subject, performance in the examination, participation in events, health concerns, and attendance in the class are to be looked after the class teacher.
- The counsellor provides all types of possible solutions and instructions related to mental, emotional, behavioural, and social issues of the students.
- The counsellor helps students to overcome conflicts with their peers, teachers, or parents.
- Timely counselling provides referrals, recommendations, and education to parents about mental health concerns.
- Improvement of social skills is a vital part, and the counsellors seriously take up this issue for better results.
- The counsellors work on the personal challenges faced by the students which seriously affect the academic contributions.
- The counsellors also work on the improvement of skills to make them capable regarding their time management and goals.
- They identify interests, strengths, and aptitudes through regular observation and review of their performance.
- The institute address all common concerns of students, such as anxiety, stress, fear of failure, to homesickness and other academic troubles.
- The institute involves students, teachers, parents, and primarily they are goal oriented and providing quality assurance.
- The student counsellor bridges communicative and formal gaps between the students and the institution.
- The Institute use services of a trained psychologist as and when required.
- A batch of 20 students is being allotted to each teacher trained to act as a guardian throughout the year (by playing the role of a MENTOR). They address their intellectual and emotional needs and provide them with career guidance.

Evidence of Success:

- The Institution takes up the proper cognizance of the matters related to personal counselling and continuously puts efforts to provide the solution. Further issues are also communicated to the concerned department for a regular follow up to maintain the quality standards.
- The Institution conducts workshop, seminars and lecture series on mental health and the topics related to personality which assist in their career advancement.
- The personal counsellors, faculties and HODs are rigorously involved in the process of counselling and by apt monitoring the challenges are sorted effectively. If needed, the support of higher authority to look into the affairs (Psychological, behavioural and social) for a constructive outcome and solutions is also being applied.

Problems encountered and resources required: The Corona pandemic created a situation (Lockdown) where students faced psychological distress and seek help from mental health professionals. Understanding the magnitude of the issues coming out from Corona pandemic, the institutions managed health professionals and counsellors who are well equipped to deal with these issues which are as follows:

- Students with social preconceptions
- Fear of Emotion due to the lockdown
- Anticipated Utility and Risk
- Lacking in Social Norms
- Due to lockdown students lack in Self-Esteem

Resources Required:

- More trained student counsellors.
- Proper scheduling and provide services at odd hours.