

# POLICY ON STUDENT SUPPORT



**BENGTOL COLLEGE, BENGTOL  
CHIRANG, BTR, ASSAM**

[www.bengtolcollege.ac.in](http://www.bengtolcollege.ac.in)



Office of the Principal

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Memo No. ....

## DECLARATION

I hereby declare that all the information furnished herewith are true to the best of my knowledge and belief.

  
Principal  
Bengtol College  
Bengtol  
Principal  
Bengtol College  
Bengtol

POLICY ON STUDENT SUPPORT  
BENGTOL COLLEGE, BENGTOOL

**Introduction:**

A well-implemented student support policy is essential for the holistic development of students, the success of the institution, and the promotion of equity and inclusivity in higher education. The Student Support Policy of Bengtol College stands as a cornerstone in the institution's commitment to providing a level playing field for all its students. This policy extends beyond academic support and also encompasses broader facets of student development, encompassing the cultivation of soft skills, personal growth, and character-building. It promotes inclusivity by addressing the diverse needs and backgrounds of students. It strictly adheres to create an environment where all students, regardless of their circumstances, have an equal opportunity to excel in their academic life in the college. Bengtol College provides a diverse range of academic and non-academic support services to empower students in achieving their academic pursuance. It always aims to enrich their knowledge, skills, experiences, and personal qualities and believes that every student should have the chance to pursue their academic goals, and the policy's provisions, such as mentoring, support programs, and resource accessibility, serve as a testament to this commitment.

**Objectives of the policy:**

The Student Support Policy is founded on the following attributes:

1. To help students overcome academic, social, and personal challenges, ultimately leading to improved academic performance and personality development.
2. To enhance students' performance and their retention through the provisions of academic advising, counselling, and other support services.
3. To focus on personal, professional and leadership quality development of students.
4. To implement strategies for Students' mental health well-being.
5. To ensure that all students, regardless of their backgrounds, caste, creed and religions, receive fair and equitable treatment.
6. To provide career development counselling, internship opportunities, and placement assistance.

**Areas and strategies:****A. Teaching and learning**

1. To conduct workshops and seminars on effective study techniques, time management, and test-taking strategies.
2. To offer language support services for students who are non-native speakers of the language of instruction.
3. To provide ICT classroom teaching facility.
4. To encourage and support undergraduate research initiatives and connecting students with research opportunities.
5. To facilitate mentorship programs that connect students with faculty mentors or experienced professionals in their field of study.
6. To gather student feedback on teaching and learning experiences to improve instructional methods and curriculum design.
7. To promote cultural competency and diversity awareness to create an inclusive and equitable learning environment.
8. To encourage active participation in class discussions, group projects, and extracurricular activities to enhance the learning experience.

**B. Library resources and support services**

1. To ensure internet access to facilitate the students' needs of information and assignments.
2. To conduct library orientation sessions to familiarize students with the library's layout, services, and available resources.
3. To offer research assistance and guidance to help students navigate the library catalogue, databases, and academic journals to find relevant sources for their coursework.
4. To provide reference services, including reference desk support and virtual reference assistance, to answer students' inquiries and help with research questions.
5. To offer access to digital resources, e-books, online databases, and electronic journals to support research and study.
6. To offer Book Bank facilities for students.
7. To recognize and reward the best library users.
8. To create a conducive study environment, including group study rooms and spaces for both individual and group work.

9. To maintain a comprehensive collection of books, journals, magazines, multimedia materials, and other educational resources that align with academic programs.
10. To ensure that library facilities and resources are accessible to students with disabilities, with accommodations such as assistive technology and accessible study spaces.
11. To maintain special collections, archives, and rare materials that support research in specific fields or areas of interest.
12. To host workshops on various library-related topics.
13. To solicit feedback from students to continuously improve library services and resources based on their needs and preferences.

### **C. Career support and Guidance**

1. To help the students in redefining the passion in their career, and develop essential employability skills, strategies and competency.
2. To organise seminars and workshops to acquaint the students with the knowledge and information on the emerging professional trends, job prospects, leadership roles, entrepreneurship, market needs etc.
3. To conduct programmes/workshops on topics such as professional etiquette, workplace communication, personality development etc.
4. To assist students in finding job opportunities and connecting them with job placement services.
5. To provide guidance and training to the students on Soft Skills.
6. To disseminate information on job avenues and placements in different institutions/work places.
7. To integrate career development courses into the curriculum to provide students with essential career-related skills and knowledge.

### **D. Financial support**

1. To cater the students with information and guidance of merit-based and need-based scholarships and other student related grants.
2. To render financial aid to the poor and meritorious students in order to meet their expenses towards admission fees.
3. To felicitate and give financial aid to students for outstanding performance in academic field, sports, Cultural Activities, N.S.S., etc.
4. To provide entrepreneurship development training programs for selected students.

5. Financial assistance under emergency medical assistance scheme.
6. Financial assistance for supporting education to students belonging to economically weaker section.
7. To provide financial literacy programs to teach students about financial responsibility, credit management, and student loan repayment.

#### **E. Co-curricular activity**

1. To offer diverse range of co-curricular programs and activities that cater to students' interests and passions.
2. To offer workshops and training sessions related to specific co-curricular activities, helping students develop relevant skills.
3. To recognize outstanding contributions and achievements in co-curricular activities through awards and honours.
4. To offer support and resources for organizing events, performances, and competitions within co-curricular groups.
5. To provide faculty or staff advisors to offer guidance, mentorship, and support to co-curricular events and activities.

#### **F. Holistic Development**

1. To provide academic resources such as tutoring, study skills workshops, and time management guidance to help students excel in their studies.
2. To assist the students with career exploration, job placement services, internships etc. to prepare them for the workforce.
3. To foster an inclusive environment that celebrates diversity and encourages intercultural understanding and engagement.
4. To encourage students to participate in community service, volunteer opportunities, and civic engagement to develop a sense of social responsibility.
5. To provide leadership training, workshops, and opportunities for students to develop leadership skills and assume leadership roles.
6. To promote values such as ethics, integrity, and responsible citizenship to shape students' character and moral development.
7. To offer financial education and resources to help students manage their finances, budget effectively, and make informed financial decisions.

8. To provide training in conflict resolution, effective communication, and interpersonal skills to enhance students' relationships and decision-making abilities.
9. To provide extracurricular activities, clubs, and student organizations that promote holistic development and a sense of belonging.
10. To ensure that students know and learn on Student Code of Conduct of the institute.
11. To commemorate various national and international significant days.

#### **G. Support in grievances**

1. To provide clear procedures for students to submit complaints or grievances related to academics, administrative matters, or interpersonal conflicts.
2. To handle academic disputes, including grading disputes, course-related issues, and academic misconduct allegations.
3. To ensure that students have access to information and resources to help them navigate the grievance process effectively.
4. To assure the students that their grievances will be handled with confidentiality and sensitivity.
5. To designate staff members or offices responsible for assisting students in navigating the grievance process and providing guidance on available options.
6. To ensure that grievances are addressed promptly, with established timelines for each stage of the process.
7. To encourage students to provide feedback on the grievance process to continually improve its effectiveness.
8. To provide training to students and staff about the grievance process, their rights, and the available support.
9. To make the grievance process accessible to all students, including those with disabilities, through reasonable accommodations.
10. To navigate students' grievances through the establishment of Grievance and Redressal Cells, an Anti-Ragging Committee, Anti-Sexual Harassment Cell, Women Cell, Internal Complaint Committee etc.

#### **H. Health and safety**

1. To provide guidance and training on how to respond to emergencies, including natural disasters, medical emergencies, and campus incidents.
2. To offer access to medical care, counselling services, and mental health support to address students' physical and emotional well-being.

3. To educate students on healthy lifestyle choices, including nutrition, exercise, and substance abuse prevention.
4. To implement safety measures such as fire drills, security protocols, and campus-wide safety initiatives.
5. To ensure a secure campus environment through security personnel, CCTV surveillance, and safety management systems.
6. To ensuring that campus facilities are accessible to students with disabilities and that support is available for their specific needs.
7. To monitor and maintain the safety of food services on campus.
8. To ensure that student dormitories and housing facilities are safe and well-maintained.
9. To implement programs and resources to prevent sexual assault on campus.

### **Conclusion**

The student support policy of Bengtol College is instrumental in ensuring that every student, regardless of their educational and social background, is granted equal opportunities for a seamless transition and a successful academic journey. It also ensures fostering inclusivity and ensuring that every student has the tools and resources to thrive academically, to bring holistic development, and to prepare them for a bright and fulfilling future.