Governance Reforms – Capacity Building, Grievance Redressal, Evaluation

(Measures for Wellness and Stress Management)



Deepak Kumar

Student Counsellor

Indian Institute of Technology Ropar, (Punjab)

Snehita Wellbeing Cell IIT Ropar

- Functional under the leadership and guidance of Prof. Rajiv Ahuja, Director IIT Ropar
- Presently, we have 2700+ students at Campus
- Wellbeing services at our institute comes under Student Affairs
- Our team consists of Dean Student Affairs (DoSA), FAs, Counsellors and Student Buddies
- Objective is to look after the wellbeing and counselling needs of campus community



Youths: Invaluable asset of our Nation

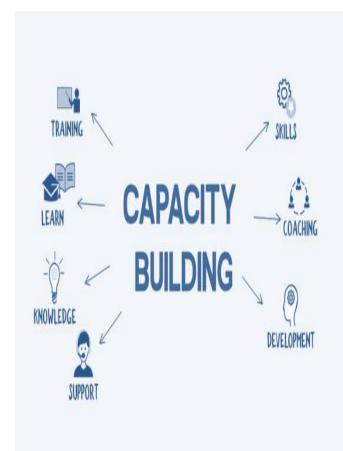
- IITs as premier institutes attract best talent across the Nation
- Youths' transition from school to IITs may be enjoyable but equally challenging which sometime affects their growth
- These challenges may gradually results into mental health issues



Capacity Building

Detailed Orientation Program for UG, PG & PhD Students including Parents

- Detecting <u>Early indicators</u> (Timely Prevention)
 - course performance
 - class attendance
 - aloof behaviour
 - zero participation in extra-curricular activities
 - skipping mess regularly
 - reduced interaction with parents/others



Focus on Life Skills areas to early adapt with the system

 Batch wise meeting with Students on a regular intervals

Promote Self Help Support/Buddy System

Adequate Student Counsellor Ratio

 Professional Development Opportunities for Counsellors'





- Liaison and Empanel with Psychiatrist Visits at Campus
- Sensitization Programs on Barefoot Counselling for Wardens, Faculty
 Advisors, Caretakers, and Student Buddies
- Strengthen the Visibility and 24X7 Accessibility of Counselling Services
- Developing E- Counselling Portal as an additional service modality to attract/facilitate the anonymous users

Grievance Redressal Mechanism

Grievance Redressal



- There are instances which make students suffer in silence leading to stress, depression, and unfortunate incidences.
- To address the issue of wellbeing of students a time bound grievance redressal mechanism needs to be established in the institute.
- Create separate accessible and confidential communication channels for reporting mental health grievances, such as a dedicated helpline, online platforms, and suggestion boxes.



- Internal Inquiry Committee may be structured to look after the academic challenges, hostel affairs, or any other concerns ensuring comfortable and safe space to express.
- Feedback from the students, should be conducted and the complaints of students should be promptly addressed.
- The committee should handle these issues with compassion rather than sticking to the rule book and the matter should be disposed off within a stipulated period.
- Graceful Exit Options

EVALUATION

- Wellbeing Assessments
- Monitoring by a Student Representative/Mentor
- Follow up and Feedback System
- Annual Review of the Counselling Mechanism/Program
- Establish Collaborative Research on Suicide Prevention, Campus Wellbeing associated with NIMHANS, PGIMER, AIIMS

■ The main objective of the suggested measures is to ensure the students that the system is compassionately working for them and is considerate towards their needs.

They should be assured that the institute is genuinely responsive to their requirements and grievances.

I hope the collective efforts may minimize the stress level, and promote mental wellness in campus and also, save many valuable lives.

Thanks for Listening