ST JOSEPH ENGINEERING COLLEGE

STUDENT WELFARE POLICY

A framework for care, safety, equity, participation and holistic development

Policy Version: 1.0
Approved by: Governing Authority / Competent Authority
Review Cycle: Every two years, or earlier when required

Vamanjoor, Mangaluru, Karnataka

Document Control

Item	Details
Policy title	SJEC Student Welfare Policy
Policy owner	Office of the Dean – Student Welfare
Institutional authority	Principal and competent institutional authority
Applies to	All students enrolled in SJEC programmes, across departments and modes of campus participation
Related institutional mechanisms	Student Welfare Group; Peer Connect; counselling services; Discipline & Equity Group; Anti-Ragging Committee; Jagruthi; College Internal Complaints Committee (CICC); SC/ST/OBC Cell; Anti-Drug Cell; Student Grievance Redressal Committee; hostel, health, sports and other support units
Review	At least once every two years; earlier review may be initiated following regulatory changes, audit findings, serious incidents or institutional decisions

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1. Preamble and Policy Statement

St Joseph Engineering College (SJEC), Mangaluru, recognises that student welfare is integral to educational quality, student success and the development of responsible professionals. Engineering education involves academic demands, personal transitions, social relationships, professional expectations and, for many students, adjustment to a new campus or hostel environment. Students may therefore require timely academic guidance, emotional support, healthcare, financial assistance, protection from harm and opportunities for meaningful participation.

SJEC is committed to fostering a campus in which every student is treated with dignity, feels safe to seek assistance, has equitable access to opportunities and is supported to develop intellectually, physically, emotionally, socially and professionally. Student welfare is a shared institutional responsibility. It is delivered through coordinated academic, administrative, health, counselling, mentoring, safety, inclusion, sports, cultural and student-participation mechanisms.

The College shall endeavour to provide accessible support, respond to concerns fairly and promptly, protect confidentiality subject to safety and legal obligations, and use feedback and institutional review to strengthen its services.

2. Purpose

The purpose of this Policy is to establish a coherent framework for the planning, delivery, coordination, monitoring and continuous improvement of student welfare services at SJEC. It sets out the support available to students, the routes through which assistance may be requested, the responsibilities of institutional units and the principles governing referrals, safeguarding and documentation.

3. Scope and Guiding Principles

3.1 Scope

This Policy applies to all students enrolled at SJEC, including undergraduate and postgraduate students, across academic departments and institutional activities. It applies to welfare-related interactions occurring on campus, in hostels, during College-organised activities, and in other settings where the College has a relevant duty or responsibility. Specific statutory committees and specialised procedures shall continue to operate under their respective mandates.

3.2 Guiding principles

- Student-centred care: support shall be responsive to students' needs, circumstances and developmental stage.
- Equity and inclusion: students shall be treated fairly and without discrimination, with reasonable attention to barriers affecting participation.
- Dignity and respect: interactions shall be respectful, non-humiliating and free from bullying, harassment, ragging and victimisation.
- Accessibility: students should be able to identify and approach appropriate support through clear and practical access routes.
- Prevention and early support: awareness, mentoring, health education and early identification should complement responsive services.

- Professional boundaries: services shall be delivered by persons acting within their competence; peer and faculty mentoring shall not substitute for professional counselling, medical care or statutory complaint mechanisms.
- Confidentiality and responsible information-sharing: personal information shall be protected and shared only where authorised, necessary or legally required.
- Fairness and due process: concerns and complaints shall be considered impartially, with appropriate opportunity to be heard.
- Participation and accountability: students shall have meaningful opportunities to contribute feedback and participate in campus life.
- Continuous improvement: activities and services shall be reviewed using appropriate records, feedback and outcome indicators.

4. Objectives

1. Promote a safe, inclusive, respectful and supportive learning environment.
2. Support academic progress, adjustment, attendance, engagement, retention and career readiness.
3. Strengthen mental health, emotional resilience, help-seeking, life skills and healthy coping.
4. Provide access to basic healthcare, preventive health information and appropriate medical referral.
5. Prevent and respond to ragging, harassment, discrimination, substance-related harm, bullying and other threats to student safety.
6. Promote equitable access to scholarships, concessions, welfare schemes, facilities and reasonable assistance.
7. Encourage student leadership, representation, peer support, sports, cultural activities, clubs, professional societies and community engagement.
8. Clarify institutional roles, support routes, referral arrangements, documentation and monitoring.
9. Use student feedback, grievance information and service data to improve welfare provision.

5. Student Welfare Domains and Provisions

5.1 Academic welfare and learning support

SJEC shall promote an environment that enables students to participate meaningfully in academic activities and seek timely help when learning difficulties arise.

- Faculty mentors and Heads of Department shall provide the first line of academic guidance, monitor academic engagement and help students identify appropriate remedial or departmental support.
- Support may include guidance on study skills, time management, examination preparation, laboratory work, records, projects, backlogs, course adjustment and career planning.
- Peer Connect may provide study circles, subject support, laboratory guidance, examination preparation, coding or project assistance and information about clubs and campus opportunities, in accordance with its approved framework.
- Students are expected to attend classes, laboratories, internal assessments, examinations and other prescribed academic activities; submit assignments and records on time; and communicate promptly with the relevant faculty when difficulties arise.

- Students joining through late allotment or other approved late-entry processes may be provided academic bridging support as determined by the concerned academic authority.
- Academic support shall be coordinated with counselling or other welfare services when academic concerns appear to be connected with significant emotional, health, family, financial or safety difficulties.

5.2 Counselling and mental health

SJEC recognises that students may experience academic stress, anxiety, low mood, relationship difficulties, family concerns, adjustment problems, grief, low self-esteem, loneliness, emotional distress or other personal challenges. Counselling is intended to provide a confidential and supportive space in which students can understand concerns, strengthen coping and problem-solving skills, and identify appropriate next steps.

The counselling service may include:

- Individual counselling for personal, emotional, interpersonal and adjustment concerns.
- Academic counselling relating to examination stress, motivation, study habits, backlogs and academic adjustment.
- Stress management, emotional regulation, resilience, life-skills and preventive mental-health programmes.
- Support during transition to college, hostel life and changes in peer or family relationships.
- Early identification of concerns requiring specialised assessment or professional care.
- Referral and coordination with qualified external professionals or healthcare institutions when a concern is beyond the scope of campus counselling.
- Follow-up sessions where clinically and practically appropriate, with due regard to student consent, safety and availability.

Students may approach the Campus Counsellor directly. Faculty mentors, Heads of Department, parents/guardians or authorised institutional personnel may also guide a student towards counselling, while respecting the student's dignity and privacy. Counselling records shall be maintained separately from routine academic or mentor records, with access restricted to authorised personnel.

Counselling is not a disciplinary investigation and should not be used as a punitive measure. Where a student is referred following an academic, attendance or conduct concern, the purpose of counselling is to understand support needs and facilitate appropriate help, without displacing any separate academic or disciplinary process.

5.3 Faculty mentoring and Peer Connect

SJEC shall use faculty mentoring and the Peer Connect framework to provide continuity, belonging and early support. Mentoring is a supportive relationship and does not replace formal counselling, medical care, safeguarding or statutory complaint procedures.

- Faculty coordinators shall support mentor–mentee allocation, departmental follow-up, scheduling, appropriate record-keeping and referral.
- Peer mentors shall be selected and prepared through the institutional process and receive orientation in listening, empathy, communication, confidentiality, boundaries, referral and safe practice.

- Peer mentors may assist with everyday adjustment, study planning, academic navigation, campus familiarisation and social connection.
- Peer mentors shall not diagnose, provide therapy, investigate complaints, promise absolute secrecy, manage emergencies independently or retain sensitive case details in ordinary mentoring records.
- Mentors shall refer concerns beyond their competence to the faculty coordinator, Campus Counsellor or designated institutional authority. Serious safety concerns require immediate escalation.
- Mentoring records shall be factual, limited to necessary information and handled in accordance with the approved Peer Connect SOP. Sensitive counselling information shall remain separate.

5.4 Physical health and medical services

The College shall facilitate access to basic medical assistance through its campus dispensary/medical service and guide students to appropriate external healthcare when required. The dispensary service, as described in SJEC institutional information, includes consultation and treatment arrangements, first-aid and emergency supplies, facilities for rest or observation, and a referral link to a hospital. Current service timings, staffing and emergency arrangements shall be displayed and periodically verified.

- Students who are unwell or injured may approach the dispensary or seek assistance from authorised staff.
- Urgent or serious medical concerns shall be referred promptly to an appropriate hospital or emergency service; campus personnel shall not delay emergency care while completing routine paperwork.
- Health awareness and preventive programmes may address nutrition, sleep, physical activity, menstrual health, cancer awareness, substance-use prevention, personal safety and other relevant health topics.
- Medical information shall be treated as confidential and shared only with authorised persons where necessary for care, safety or legal compliance.
- Students requiring accessibility-related assistance or reasonable accommodation should be guided to the designated institutional contact or relevant authority.

5.5 Safety, security and safeguarding

SJEC shall work towards a campus in which students can study, reside and participate without fear of ragging, violence, bullying, harassment, intimidation, exploitation or discrimination. Campus security arrangements, including security personnel, surveillance and fire-safety measures, shall operate in accordance with institutional procedures.

Students shall be informed of the available reporting channels and encouraged to report concerns promptly. Reported incidents shall be directed to the competent committee or authority. Where an incident may involve a criminal offence or immediate danger, appropriate emergency services and lawful authorities shall be contacted in accordance with applicable requirements.

5.6 Anti-ragging

The Anti-Ragging Committee and associated institutional mechanisms, including vigilance or flying-squad arrangements where constituted, shall undertake prevention, awareness, monitoring and response in accordance with applicable law and institutional orders. Students shall be informed of prohibited

conduct, reporting routes and the protection available to complainants. Allegations shall be handled by the designated authority through the prescribed process.

5.7 Gender safety, Sexual harassment and Jagruthi

Jagruthi (also referred to as Jagruti in certain institutional records) promotes women's empowerment, legal-rights awareness, personal safety, self-defence and respectful conduct. It is distinct from the College Internal Complaints Committee (CICC).

The CICC shall address complaints falling within its statutory and institutional mandate, including sexual harassment, in accordance with applicable law and its approved procedure. Awareness programmes shall explain respectful conduct, confidentiality, complaint routes and the distinction between informal support and formal complaint processes. Peer mentors and faculty mentors shall refer such concerns to the authorised mechanism rather than investigate them.

5.8 Discipline, equity and anti-discrimination

The Discipline & Equity Group (DEG), as constituted by SJEC, connects discipline, anti-ragging, Jagruthi and SC/ST/OBC support functions. The Discipline Committee shall promote a calm academic environment, prevent physical confrontations, consider reported misconduct fairly and recommend appropriate action under institutional rules. Counselling or guidance may be offered where appropriate, without replacing due process.

The College shall promote mutual respect across gender, caste, religion, language, disability, socioeconomic background and other identities or circumstances protected by applicable law and institutional policy. Concerns involving discrimination shall be referred to the competent institutional or statutory mechanism.

5.9 SC/ST/OBC support and financial assistance

The SC/ST/OBC Cell shall support awareness of constitutional protections and relevant State Government, Government of India and UGC welfare measures. It shall guide eligible students on scholarship information, the State Scholarship Portal (SSP), application processes and related grievances, within the Cell's approved mandate.

The Admissions Office and other designated administrative units shall communicate available scholarships, concessions and financial-assistance opportunities, including schemes relevant to eligible students from economically disadvantaged backgrounds, women and students with disabilities. Eligibility, documentation, deadlines and award decisions shall be governed by the rules of the relevant scheme and the College's notified procedures.

5.10 Accessibility and inclusion

SJEC shall endeavour to support barrier-free participation in campus facilities and learning activities. Ramps, lifts, accessible facilities, mobility assistance and other provisions shall be maintained in accordance with institutional resources and applicable requirements. Students who require assistance or reasonable accommodation should be able to identify a responsible contact and request support without stigma.

The College should periodically review the usability of facilities with feedback from students who use them. Any facility or accommodation commitment shall be communicated accurately and should reflect what is actually available.

5.11 Hostel and residential welfare

The Hostel Committee and wardens shall oversee hostel welfare in accordance with the hostel rules and the responsibilities assigned by the College. These include room allocation, records, maintenance, hygiene, safety, discipline, study-hour arrangements, academic support and student-related grievances. Hostel concerns requiring medical, counselling, safety or statutory intervention shall be referred to the appropriate service.

5.12 Food, nutrition and common facilities

Canteen and hostel mess arrangements shall aim to provide hygienic food and drinking-water facilities in accordance with institutional arrangements. Students may communicate concerns about food quality, hygiene, service or facilities through the designated administrative or grievance channel.

5.13 Sports, fitness and recreation

The Wellness & Sports Group, Sports Committee and Physical Education Department shall promote physical fitness, participation, recreation and sporting development. Activities may include coaching, practice sessions, intra-college and inter-college competitions, athletics, team sports, individual sports, yoga and other wellness activities. Participation should be encouraged across genders, programmes and student groups, with attention to safety and inclusion.

5.14 Cultural, social, professional and community participation

The College shall provide opportunities for students to participate in cultural programmes, music, arts, quizzes, technical competitions, professional societies, clubs, community service, leadership initiatives and other co-curricular and extracurricular activities. Such opportunities contribute to confidence, teamwork, identity, belonging and professional development.

5.15 Student representation and voice

SJEC recognises the value of student representation and participation in improving the learning and campus experience. Students may contribute through duly constituted associations, clubs, committees, programme groups and other approved representative structures. Student groups shall function with assigned faculty support and under the general supervision of the Principal or nominee, in accordance with institutional rules and applicable regulations.

The College shall provide appropriate channels for students to communicate suggestions, concerns and feedback. Student representation shall not prevent any student from directly accessing a formal grievance or statutory complaint mechanism.

5.16 Student grievances

Students may raise concerns about academic processes, facilities, administration, discrimination, unfair treatment or other institutional matters through the designated Student Grievance Redressal Committee

or other competent mechanism. Confidential or online submission routes may be provided as notified by the College.

- Complaints shall be acknowledged and directed to the appropriate authority.
- Members shall disclose conflicts of interest and shall not participate in decisions where impartiality may reasonably be questioned.
- Information shall be handled discreetly and shared only with persons who need it to process the grievance.
- Actions, follow-up responsibility and closure status should be recorded in an Action Taken Report or equivalent register.
- Students shall be protected from retaliation for making a complaint in good faith.
- Matters within the mandate of a statutory committee shall be referred to that committee and shall not be adjudicated through an ordinary grievance process.

5.17 Digital wellbeing and responsible online conduct

The College may conduct awareness programmes on digital safety, privacy, cybercrime, responsible social-media use, online harassment, phishing and healthy technology habits. Students shall respect the privacy of others and shall not circulate identifying details, counselling information, complaint material or images of others without appropriate consent.

6. Governance and Institutional Responsibilities

Student welfare is coordinated through the Office of the Dean – Student Welfare and the Student Welfare Group, with operational responsibilities distributed across departments, committees and service units. The current institutional orders and committee constitutions shall prevail where membership or designation changes.

Office / Unit	Core responsibility under this Policy
Principal	Overall institutional leadership; approval of policy and resources; oversight of implementation; decisions or actions assigned under institutional rules.
Dean – Student Welfare	Coordinate the annual student welfare plan; facilitate cross-unit coordination; oversee programmes, training, review and reporting; place policy or resource matters before the competent authority.
Student Welfare Group	Coordinate student wellbeing, life-skills, SEL, awareness and student-development initiatives; work with departments, committees and service units; maintain activity documentation.
Campus Counsellor	Provide counselling within professional competence; support ethical practice and mentor training; guide referrals; advise on sensitive welfare concerns; maintain restricted counselling records and anonymised service summaries.

Heads of Department / Faculty coordinators	Provide departmental academic support; coordinate faculty mentoring; identify concerns; guide students to appropriate services; support follow-up without unnecessary disclosure.
Peer mentors	Provide trained, bounded peer support; assist academic and social adjustment; recognise limits; refer concerns promptly; maintain approved mentoring records.
Discipline & Equity Group	Coordinate the distinct responsibilities assigned to the Discipline Committee, Anti-Ragging Committee, Jagruthi and SC/ST/OBC Cell, without merging their statutory or defined mandates.
CICC	Receive and address complaints within its statutory mandate and conduct relevant awareness and prevention activities.
Anti-Ragging Committee	Prevention, awareness, monitoring and response to ragging complaints under applicable requirements.
SC/ST/OBC Cell	Constitutional-rights awareness, scholarship and welfare-scheme guidance, application support and grievance assistance within its mandate.
Anti-Drug Cell	Substance-use prevention, awareness, early support and referral in coordination with relevant institutional and external partners.
Hostel Committee / Wardens	Residential welfare, hostel administration, safety, maintenance, discipline and referral of student concerns.
Dispensary / Medical service	Basic medical assistance, first aid, assessment within available scope and referral to appropriate healthcare.
Wellness & Sports Group / Physical Education	Sports, fitness, recreation, participation and related facilities and programmes.
Admissions / designated administrative offices	Communicate and administer scholarships, concessions, financial assistance and student-facing administrative support.
Student Grievance Redressal Committee	Receive, consider and route institutional grievances under its approved procedure.

7. Accessing Student Support

Students may seek support directly or through a trusted institutional contact. A student does not need to wait for a problem to become severe before seeking assistance.

Concern	**First point of contact / route**	**Further route where required**
Academic difficulty, attendance, backlogs, course adjustment	Faculty mentor / subject faculty	HoD / academic authority / remedial support

Personal, emotional or psychological concern	Campus Counsellor; faculty mentor may facilitate access	Qualified external mental-health professional / hospital where required
Urgent medical concern	Campus dispensary / authorised staff	Hospital / emergency medical service
Hostel or residential concern	Warden / Hostel Committee	Dean – Student Welfare / Administration / relevant committee
Scholarship or financial assistance	Admissions Office / SC/ST/OBC Cell, as applicable	Designated administrative authority / scheme provider
Ragging	Anti-Ragging Committee / notified reporting route	Competent authorities under applicable requirements
Sexual harassment	CICC / notified statutory reporting route	External or statutory authority where applicable
Women's safety and empowerment awareness	Jagruthi	CICC or other competent mechanism if a complaint arises
Substance-use concern	Campus Counsellor / Anti-Drug Cell / designated faculty	Medical or specialist professional support; emergency services if needed
General institutional grievance	Student Grievance Redressal Committee / notified online or written route	Competent institutional authority
Immediate threat to life or safety	Nearest responsible staff / campus security / emergency contact	Emergency medical services, police or other competent authority

The College shall publish and periodically update the names/designations, office locations, contact details, working hours and access instructions for student-facing services. Students should be able to request support in person or through the communication channels notified by the relevant office.

8. Referral, Escalation and Crisis Response

8.1 General referral principle

Where a concern falls outside the scope, authority or competence of the person first approached, the student shall be guided or referred to the appropriate service. Referrals should be explained to the student, documented to the extent necessary and followed up where appropriate.

8.2 Peer Connect Green–Amber–Red guidance

Level	Illustrative indicators	Expected response
Green	Everyday adjustment, study planning, homesickness, routine examination stress	Peer mentor may listen and offer practical academic or campus guidance, with appropriate follow-up.
Amber	Persistent difficulty, prolonged disengagement, repeated absence, family or relationship	Inform the faculty coordinator and/or Campus Counsellor;

	concerns, ongoing anxiety or marked academic decline	record objective concerns and arrange follow-up.
Red	Self-harm references, serious safety concerns, abuse, harassment, substance-related danger, severe withdrawal or imminent risk	Immediate referral to the Campus Counsellor and authorised institutional leadership; activate emergency response where there is imminent danger.

This framework is an early-recognition and referral aid, not a diagnostic tool. Peer mentors and faculty mentors shall not independently assess clinical risk or manage emergencies.

8.3 Crisis response

10. Take any indication of immediate danger, serious injury, suicidal intent, violence, abuse or other imminent risk seriously.
11. Do not leave a person facing an immediate safety risk unsupported while arranging help, where it is safe to remain with them.
12. Contact the Campus Counsellor and designated institutional authority immediately, and activate emergency medical or law-enforcement services as appropriate.
13. Share only the information necessary to protect life and safety and facilitate the response.
14. Inform parents/guardians or other support persons where appropriate, with the student's consent where possible; safety and legal obligations may require action without consent.
15. Record the time, nature of the concern, persons notified, actions taken and referral or handover, using the approved restricted record.
16. Arrange follow-up after the immediate response, within the role and competence of the responsible service.

The College shall maintain a separate operational Crisis Response SOP containing current emergency telephone numbers, designated responders, transport arrangements, escalation contacts, hospital referral details and after-hours procedures. This Policy does not replace that SOP.

9. Confidentiality, Consent and Records

9.1 Confidentiality

Personal information shared in counselling, mentoring, medical support or grievance processes shall be handled with discretion. Access shall be limited to authorised persons who require the information to provide support, respond to a concern or fulfil a legal or institutional duty.

9.2 Limits to confidentiality

Confidentiality cannot be promised as absolute. Information may need to be shared where there is a serious or imminent risk to the student or another person, a concern involving abuse or safeguarding, a legal requirement, or another circumstance recognised by applicable law or approved institutional procedure. Wherever practicable and safe, the student should be informed about the need and scope of such sharing.

9.3 Informed consent

The purpose and nature of counselling or support, the role of the person providing it, the expected handling of information and the limits of confidentiality should be explained in language the student understands. Consent should be obtained and documented in accordance with the approved consent procedure. For referrals and parent/guardian involvement, consent should ordinarily be sought where appropriate, subject to safety and legal requirements.

9.4 Documentation and data protection

- Counselling records shall be maintained separately from ordinary academic, attendance and peer-mentor records.
- Records shall be factual, relevant, proportionate and limited to information necessary for continuity of care and institutional responsibilities.
- Sensitive records shall be stored securely with role-based access and retained in accordance with the approved retention schedule. Mentoring records should capture only the information required for mentoring continuity, not detailed personal or clinical narratives.
- Grievance and committee records shall be maintained by the designated committee or office under its applicable procedure.
- Reports for institutional monitoring shall use anonymised or aggregated data wherever possible. Identifiable case information shall not be used in presentations, publicity, social media or award submissions without a lawful basis and appropriate consent.

10. Student Rights and Responsibilities

10.1 Student rights

- To be treated with dignity, fairness and respect.
- To access published student support services and receive clear information about how to seek assistance.
- To raise concerns or grievances through designated mechanisms without intimidation or retaliation.
- To have personal information handled responsibly, subject to the stated limits of confidentiality.
- To participate in academic, cultural, sports, professional and student-development activities in accordance with applicable rules.
- To receive information about relevant scholarships, concessions, welfare schemes and accessibility support.
- To be heard through appropriate institutional processes and to be informed of the route for follow-up.

10.2 Student responsibilities

- Follow the Student Code of Conduct, institutional rules, academic regulations and lawful directions.
- Attend classes, laboratories, internal assessments, examinations and other prescribed academic activities regularly and punctually.
- Submit assignments, records and coursework within notified timelines and seek guidance when difficulties arise.

- Treat peers, faculty, staff, visitors and all members of the College community with respect.
- Refrain from ragging, bullying, harassment, discrimination, violence, intimidation, substance misuse and damage to institutional property.
- Observe notified dress, identity-card, campus-safety and examination requirements.
- Use institutional facilities and support services responsibly and respect the privacy and rights of others.
- Provide accurate information when seeking support and cooperate with reasonable follow-up, while retaining the right to raise concerns about the support process.

Disciplinary action, where warranted, shall be taken by the competent authority under applicable institutional rules and due process. Access to welfare support shall not be withheld merely because a student is also subject to an academic or disciplinary process.

11. Implementation, Monitoring and Review

11.1 Annual implementation plan

The Office of the Dean – Student Welfare, in coordination with the Student Welfare Group and relevant institutional units, shall prepare or coordinate an annual student welfare plan. The plan may identify priority programmes, responsible units, timelines, resource requirements, student communication, expected participation and review arrangements.

11.2 Monitoring responsibilities

Implementation shall be monitored by the institutional committee or leadership structure designated by the Principal. The Principal, Dean – Student Welfare, Heads of Department and designated coordinators shall ensure that students are informed of the Policy and that operational responsibilities are carried out.

11.3 Monitoring indicators

The College should progressively maintain a consolidated, anonymised student welfare dashboard. Indicators may include:

- Number and type of welfare programmes conducted and participation, with clear reporting periods.
- Mentor and peer-mentor coverage, training completion, meeting records and referrals.
- Counselling service use, distinguishing cases, sessions and unique users where reliably available; self-referrals and institutional referrals; and referral completion where known.
- Health-service utilisation and referrals, reported without disclosing individual clinical details.
- Scholarship and financial-assistance enquiries, applications and outcomes where data are available and lawful to report.
- Grievances received, category, action taken, responsible office and closure status/time, using suitably aggregated information.
- Safety and statutory committee activity, training and awareness programmes, with case information restricted to authorised records.
- Accessibility requests, facility feedback and actions taken.
- Student feedback on awareness of services, ease of access, respectful treatment, safety and sense of belonging.

Counts must be interpreted carefully. Cases are not necessarily unique students; programme attendance is not evidence of individual outcomes; and complaint numbers do not measure the prevalence of unreported incidents. Reports shall state definitions, periods and denominators where available.

11.4 Feedback and corrective action

Feedback may be collected from students through surveys, programme evaluations, mentoring feedback, grievance trends and consultations with student representatives. Each agreed improvement should, where practicable, have an assigned responsible unit, target date and evidence of completion. Results should be reviewed each semester and used to inform the next cycle of planning.

11.5 Policy review

This Policy shall be reviewed at least once every two years, or earlier if required by changes in law or regulation, institutional restructuring, audit findings, significant incidents or emerging student needs. Revisions shall be placed before the competent authority for approval. The current approved version shall be made accessible to students and staff.

12. Policy Communication and Awareness

- The Policy and a concise student-facing summary shall be made available through the College website, student handbook, notice boards or other approved communication channels.
- Students shall be sensitised to the Policy, support services, reporting routes and emergency procedures during induction and orientation programmes.
- Key service contacts and complaint routes shall be displayed in locations where students can readily access them, including relevant academic blocks and hostels.
- Faculty, mentors, peer mentors, wardens and committee members shall receive role-appropriate orientation on referral, confidentiality, boundaries and safeguarding.
- Changes to contact persons, committee composition, office locations or service hours shall be communicated promptly.

13. Related Policies and Procedures

This Policy shall be read together with the current versions of the following institutional documents and procedures, as applicable:

- Student Code of Conduct and Student Handbook.
- Anti-Ragging Policy, Committee orders and reporting procedure.
- College Internal Complaints Committee (CICC) policy and procedure, including applicable sexual-harassment law.
- Jagruthi programme mandate and procedures.
- Discipline & Equity Group and Discipline Committee orders.
- SC/ST/OBC Cell mandate and scholarship-support procedures.
- Anti-Drug Cell policy and substance-use prevention/referral procedure.
- Student Grievance Redressal Committee procedure and Action Taken Report format.
- Peer Connect / faculty mentoring SOP.
- Counselling, informed consent, confidentiality, referral and crisis-response SOPs.

- Hostel rules and procedures.
- Medical/dispensary and emergency referral procedures.
- Accessibility and reasonable-accommodation procedures, where notified.
- Applicable UGC, AICTE, VTU, Government and other statutory/regulatory requirements.

Annexure A – Student Support Access Directory (to be completed and published)

The following directory should be completed with current office details before the Policy is issued. The College should verify the accuracy of every contact and service schedule.

Service	**Responsible office / role**	**Location / hours**	**Contact / access route**
Student Welfare	Dean – Student Welfare / Student Welfare Group	AB-1- 1st floor/ College hours	Direct approach
Counselling Centre	Campus Counsellor	Adjacent to College Dispensary	Direct approach; counselling@sjec.ac.in; WhatsApp/Call 9663332290
Academic mentoring	Faculty mentor / HoD	Department office / as notified	Departmental route
Peer Connect	Faculty coordinators / trained peer mentors	As per roster	Through assigned mentor or coordinator
Medical / dispensary	Campus medical service/Staff nurse	8:30am-5:15pm and 8pm-9pm	0824-2263753/Extn 170
Hostel welfare	Warden / Hostel Committee	Hostel office / as notified	Direct approach / notified contact
Anti-Ragging	Anti-Ragging Committee	As per current order	Published complaint route
Sexual harassment	CICC	As per current order	Published confidential complaint route
Jagruthi	Designated coordinator	As per current order	Direct approach
SC/ST/OBC support	SC/ST/OBC Cell	As per current order	Admissions / SSP guidance route
Anti-Drug support	Anti-Drug Cell / Campus Counsellor	As per current order	Published support/reporting route
Student grievance	Student Grievance Redressal Committee	As per current order	Written / approved submission route
Security / emergency	Security Department / designated authority	Refer Student Resources Directory	Direct approach

Annexure B – Minimum Referral Record

A referral record should be proportionate to the concern and should not become a substitute for the specialist service's own records. Suggested fields:

- Date and time of referral
- Student name / identifier in the restricted record

- Referring person and role
- Broad category of concern (avoid unnecessary detail)
- Student informed of referral and consent status, where applicable
- Receiving office/person
- Urgency and immediate action taken, if any
- Follow-up responsibility and date
- Referral outcome/status, where known
- Record access classification

Annexure C – Minimum Grievance Action-Taken Record

Field	Information to record
Grievance reference	Unique reference number and date received
Category	Academic / administrative / facilities / conduct / other
Receiving mechanism	Committee or office receiving the concern
Conflict check	Conflict-of-interest declaration and recusal, if applicable
Action taken	Steps taken and responsible person/unit
Communication	Date and method of communication with student, as appropriate
Follow-up	Further action required and target date
Status	Pending / referred / resolved / closed / other approved status
Closure	Closure date and reason/status
Review	Any systemic issue or improvement identified

Annexure D – Annual Student Welfare Review: Suggested Agenda

1. Review of the annual student welfare plan and completion of planned activities.
2. Student awareness of support services and ease of access.
3. Academic mentoring and Peer Connect implementation, training and referrals.
4. Counselling service utilisation and referral pathways using anonymised data.
5. Medical service access, health awareness and emergency referral arrangements.
6. Anti-ragging, CICC, Jagruthi, Anti-Drug Cell and other committee activity, within confidentiality limits.
7. Scholarship and financial-assistance guidance and accessibility support.
8. Hostel welfare, sports, recreation, clubs and student participation.
9. Grievance categories, action taken, closure status and recurring concerns.
10. Student feedback, identified gaps, action owners and timelines for improvement.

Dr Rio D'Souza
Principal - SJEC