



RAJAGIRI VISWAJYOTHI
COLLEGE OF ARTS AND APPLIED SCIENCES
VENGOOR, PERUMBAVOOR KERALA- 683546

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CRITERION 5

STUDENT SUPPORT AND PROGRESSION

5.1 Student Support

2019-2024

Submitted to





RAJAGIRI VISWAJYOTHI
COLLEGE OF ARTS AND APPLIED SCIENCES
VENGOOR , PERUMBAVOOR KERALA- 683546

Internal Complaints Committee








Meeting Minutes 2019-20

**Minutes of the meeting of Internal Complaints Committee held at 9:15 am on 28th
June 2019 at the conference hall**

Agenda

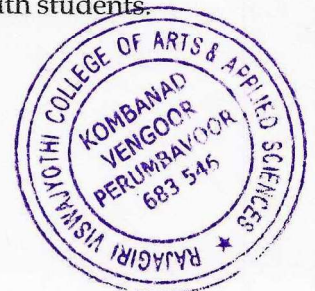
- Review of Committee Operations
- Strategies for Enhancing Student Support
- Identification of Areas for Improvement

Members Present

1. Ms. Anju Antony 
2. Ms. Sreekala M M 
3. Mr. Tennyson Thomas 
4. Ms. Preetha Ashok 
5. Ms. Ramya M R 
6. Ms. Aksa Alexander 
7. Dr. Divya Roy 

Discussions

The Internal Complaints Committee (ICC) was reconstituted and met at the conference hall to review its operations and discuss strategies for improving student support. The meeting began with an overview of the committee's activities and accomplishments over the past academic year. Dr. Joy P Joseph, the principal, praised the committee members for their dedication and proactive engagement with students.



The committee then discussed the need for a more proactive approach to identify and address student issues before they escalate into formal complaints. This discussion led to a commitment to enhancing outreach and support mechanisms to better serve the student body. The meeting ended at 10:15 am.


Action Plan

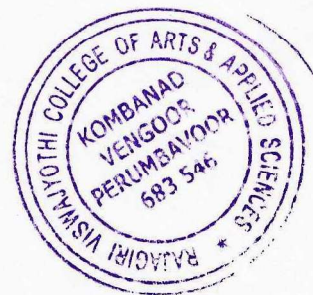
- Implement a more proactive approach to identify students facing difficulties.
- Enhance outreach and support mechanisms.
- Develop strategies to address potential concerns before they escalate.

Action Taken

- The committee was reconstituted as expected for a period of three years.
- The look-back to the last year's activities has also been completed.
- The members had a detailed look at the past work.


Sreekala M.M


Anju Antony










**Minutes of the meeting of Internal Complaints Committee held at 10:15 am on 12th
March 2020 at Principal's room**

Agenda

- Evaluation of Support Services
- Monitoring and Resolution of Complaints
- Continuous Improvement of Student Support Mechanisms

Members Present

1. Ms. Anju Antony 
2. Ms. Sreekala M M 
3. Mr. Tennyson Thomas 
4. Ms. Preetha Ashok 
5. Ms. Ramya M R 
6. Ms. Aksa Alexander 
7. Dr. Divya Roy 

Discussions

In the second meeting of the academic year, the ICC focused on evaluating its support services and monitoring for complaints. The committee reviewed its ongoing efforts to assist students and noted that no formal complaints had been reported during the year. The absence of complaints was attributed to the committee's continuous support and proactive approach. The events like "Pride and Inclusion: LGBTQ+ Training Sessions", "EmpowerHer: Gender Equity Awareness Programme" which were held during the year were appreciated. The meeting also included discussions on ways to further enhance support mechanisms and ensure that students continued to feel heard and supported. The meeting ended at 11:15am.

Action Plan


- Continue monitoring and improving support services for students.
- Maintain open lines of communication to address student concerns.




- Enhance existing support mechanisms to prevent escalation of issues.

Action Taken

- The committee acted and initiated steps to improve early identification of student issues.
- Outreach efforts were strengthened to better support students.
- New strategies were developed to address concerns proactively.


Sreehala M.M.


Anju Antony





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Internal Complaints Committee








Meeting Minutes 2020-21

Minutes of the meeting of Internal Complaints Committee held at 9:00 pm on 30th
June 2020 via online mode

Agenda

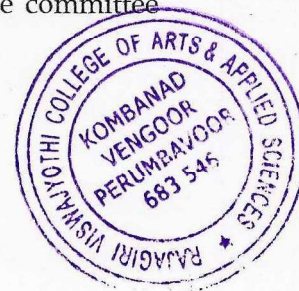
- Review of ICC Operations During the Pandemic
- Discussion on Online Awareness Sessions
- Strategies for Maintaining Support Amidst Remote Learning

Members Present

1. Ms. Anju Antony 
2. Ms. Sreekala M M 
3. Mr. Tennyson Thomas 
4. Ms. Preetha Ashok 
5. Ms. Ramya M R 
6. Ms. Aksa Alexander 
7. Dr. Divya Roy 

Discussions

In the first meeting of the 2020-21 academic year, the Internal Complaints Committee (ICC) reviewed its operations amidst the COVID-19 pandemic. The discussion focused on the committee's resilience and adaptation to the challenges posed by the lockdown. The ICC acknowledged the importance of maintaining support and effective communication despite the remote nature of interactions. The committee



reviewed the online awareness sessions organized by teachers to inform the college community about the ICC's role and procedures for filing complaints. These sessions were essential in ensuring that students and staff remained aware of the support mechanisms available. The meeting ended at 10:00pm.


Action Plan

- Continue conducting online awareness sessions to keep the college community informed.
- Develop strategies to enhance communication and support during remote learning.
- Monitor and adapt the ICC's approach to address any emerging issues.

Action Taken

- Ongoing support services were maintained and improved.
- Communication channels remained open and effective.
- Support mechanisms were enhanced based on feedback and observations


Sreekala M.M


Anju Antony









**Minutes of the meeting of Internal Complaints Committee held at 8:45 pm on 19th
March 2021 via online mode**

Agenda

- Evaluation of Online Awareness Initiatives
- Review of Complaint Monitoring and Support Measures
- Planning for Future Improvements

Members Present

1. Ms. Anju Antony 
2. Ms. Sreekala M M 
3. Mr. Tennyson Thomas 
4. Ms. Preetha Ashok 
5. Ms. Ramya M R 
6. Dr. Divya Roy 

Discussions

In the second meeting of the 2020-21 academic year, the ICC evaluated the effectiveness of its online awareness initiatives and reviewed the work done. Awareness programmes like “Virtual Voices: Gender Equity Summit”, “Gender Justice: Legal Perspectives and Training Seminar”, “Academia Without Bias: Gender Bias Symposium” and “Inclusive Leaders: Leadership Training” were appreciated. The committee noted that no formal complaints had been reported, which was seen as a positive outcome reflecting the success of the ICC’s proactive measures. The effectiveness of the online awareness sessions and ongoing communication with students and staff were discussed. The meeting concluded with a focus on planning for future improvements to enhance the committee’s support mechanisms and maintain a positive campus environment. The meeting ended at 9:45 pm.

Action Plan

- Assess the impact of awareness sessions on the community’s understanding of ICC procedures.




- Evaluate the gender-related events held during the year.
- Review and refine the complaint monitoring and support measures.
- Plan additional strategies for improving the ICC's effectiveness in future academic years.

Action Taken

- The impact of online awareness sessions was assessed, and their effectiveness was confirmed.
- Complaint monitoring and support measures were reviewed and refined.
- Future strategies were planned to further enhance the ICC's support and responsiveness.


Sreehala M.M


Anju Antony





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Internal Complaints Committee

Meeting Minutes 2021-22

**Minutes of the meeting of Internal Complaints Committee held at 11:00 am on 16th
June 2021 at the conference hall**

Agenda

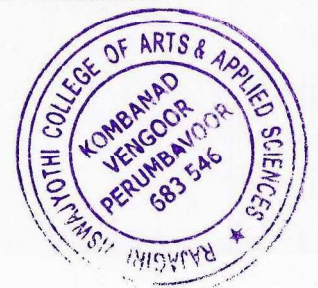
- Review of ICC Operations During the COVID-19 Lockdown
- Discussion on Regular Training Sessions for Students
- Planning for Future Initiatives

Members Present

1. Ms. Anju Antony 
2. Ms. Sreekala M M 
3. Mr. Tennyson Thomas 
4. Ms. Preetha Ashok 
5. Ms. Ramya M R 
6. Ms. Aksa Alexander 

Discussions

During the first meeting of the 2021-22 academic year, the Internal Complaints Committee (ICC) reviewed its operations amid the ongoing COVID-19 lockdown. The meeting highlighted the committee's proactive approach in conducting regular training sessions for students. These sessions were designed to educate students about the ICC's role, the complaint filing process, and the support mechanisms available. The shift to online learning had presented new challenges, and the committee



emphasized the importance of these training sessions in empowering students and ensuring they were well-informed about their rights and the support available. The meeting ended at 12:00pm.

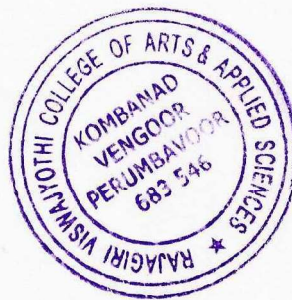
Action Plan


- Continue organizing regular training sessions for students to maintain awareness of ICC procedures and support.
- Adapt training methods to address any new challenges arising from ongoing remote learning.
- Evaluate the effectiveness of the training sessions in improving student understanding and engagement.

Action Taken

- Regular training sessions were conducted, effectively educating students about the ICC's role and the complaint process.
- The training sessions were adapted to fit the online learning environment, ensuring continued student engagement.
- Feedback was collected to assess the impact of the training on student awareness and understanding.


Sreekala M.M.










Anj's Anthony

**Minutes of the meeting of Internal Complaints Committee held at 4:00 pm on 11th
March 2022 at the college auditorium**

Agenda

1. Conduct and Impact of the Gender Awareness Programme
2. Review of Complaint Monitoring and Resolution
3. Planning for Future Initiatives

Members Present

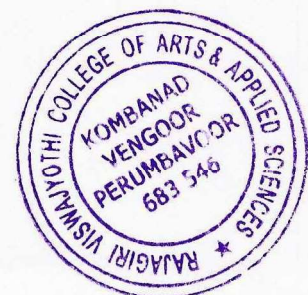
1. Ms. Anju Antony 
2. Ms. Sreekala M M 
3. Mr. Tennyson Thomas
4. Ms. Preetha Ashok 
5. Ms. Ramya M R 
6. Ms. Aksa Alexander 
7. Dr. Divya Roy 

Discussions

The second meeting focused on the conduct and impact of the Gender Awareness Programme, held in the second half of the academic year. The meeting reviewed the success of the programme in fostering dialogue on gender issues and its role in promoting a safe and inclusive campus environment. Other events like “Equal Play: Gender Equity in Sports Symposium”, BizHer: Empowering Women Entrepreneurs Training Session” and “Media Matter: Gender Representation” were also analysed. The ICC noted that no formal complaints had been reported during the year, attributing this positive outcome to the committee’s proactive measures, including the gender awareness programme and regular student training. The meeting ended at 5:00pm.

Action Plan


- Assess the effectiveness of the Gender Awareness Programme in raising awareness and promoting gender equity.

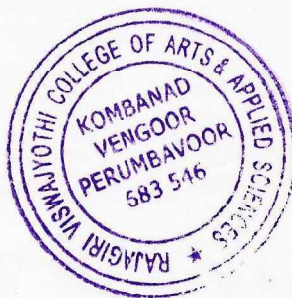



- Review the overall impact of the ICC's initiatives on the campus environment and student support.
- Develop strategies for future initiatives to further enhance the committee's role in supporting students and addressing grievances.

Action Taken

- Regular training sessions were conducted, effectively educating students about the ICC's role and the complaint process.
- The training sessions were adapted to fit the online learning environment, ensuring continued student engagement.
- Feedback was collected to assess the impact of the training on student awareness and understanding.


Sreehala M.M




Anjin Anthony



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Internal Complaints Committee








Meeting Minutes 2022-23

Minutes of the meeting of Internal Complaints Committee held at 11:15 am on 7th
June 2022 at the common staffroom

Agenda

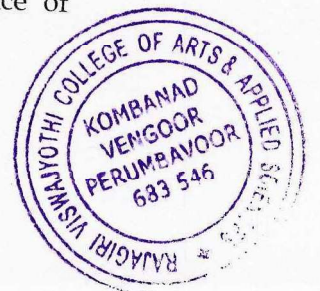
- Review of ICC Operations and Effectiveness
- Discussion on the Self-Defence Programme for Women
- Planning for Future Initiatives

Members Present

1. Ms. Anju Antony 
2. Ms. Sreekala M M 
3. Ms. Karthika Balachandran 
4. Ms. Preetha Ashok 
5. Ms. Pushpa Gopakumar 
6. Ms. Anna Alice Jose 
7. Dr. Divya Roy 

Discussions

The committee was reconstituted as the term of office for the previous constitution had ended. The meeting focused on looking forward to the Internal Complaints Committee's (ICC) operations which are to follow in the new academic year. The Presiding Officer provided an overview of the objectives and functions of the ICC which continues to another year. The convenor emphasized the importance of



confidentiality, impartiality, and promptness in dealing with complaints, and raised hope that this year would remain at high quality like in last year. The meeting ended at 12:15 pm.


Action Plan

- Assess the effectiveness of the Self-Defence Programme and gather feedback from participants.
- Plan additional support and training sessions based on the feedback received.
- Review and enhance the ICC's current operational strategies to maintain its effectiveness.

Action Taken

- The absence of formal complaints was noted, reflecting the effectiveness of the ICC's proactive measures.
- The reconstitution of the committee was done for the next term of three years.
- Plans were made for future initiatives to build on the successes of the current year and continue supporting a positive campus environment.


Sreekala MM


Anj's Antony.










**Minutes of the meeting of Internal Complaints Committee held at 3:45 pm on 17th
March 2023 at the common staffroom**

Agenda

- Review of Recent ICC Activities
- Discussion on the Gender-Related Events at the College
- Evaluation of ICC's Impact and Future Strategies

Members Present

1. Ms. Anju Antony 
2. Ms. Sreekala M M 
3. Ms. Karthika Balachandran 
4. Ms. Preetha Ashok 
5. Ms. Pushpa Gopakumar 
6. Ms. Anna Alice Jose 
7. Dr. Divya Roy 

Discussions

The meeting reviewed the ICC's recent activities and discussed the programmes conducted in the campus like "Academic Ascent: Mentorship for Women in Academics", "Inclusive Leaders: Leadership Training Programme", "Bias-Free Classrooms: Educator Equity Training", "ArtEquity: Advancing Gender in the Arts". "Empowered Voices: Women in Media and Communication", "HerInnovate: Women in Innovation and Entrepreneurship", "Men as Allies: Workshop on Male Engagement in Gender Equity" and "EquiSports: Gender Equity in Sports Coaching and Management". The Self-Defence Programme led by senior civil police officers from the Women's Cell of Ernakulam rural was also a topic discussed. The meeting highlighted the growing relevance of the ICC in maintaining a safe and supportive environment, noting that no formal complaints had been reported throughout the



year. The committee's proactive measures and open communication were key factors in this positive outcome. The meeting ended at 4:45 pm.

Action Plan

- Evaluate the impact of the gender-based events and assess its effectiveness in promoting gender equity.
- Develop strategies for future events and initiatives to continue supporting gender equity and addressing potential issues.
- Review and strengthen the ICC's operational practices to ensure continued effectiveness in maintaining a positive campus environment.

Action Taken

- Feedback from the conducted programmes were collected and analysed, indicating a positive reception and useful skills imparted to participants.
- Plans were made to organize follow-up sessions and additional training based on participant feedback.
- The ICC's operational strategies were reviewed, with adjustments made to improve overall effectiveness and responsiveness.


Sreekala MM





Anju Antony



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Internal Complaints Committee








Meeting Minutes 2023-24

Minutes of the meeting of Internal Complaints Committee held at 10:00 am on 6th
June 2023 at the common staffroom

Agenda

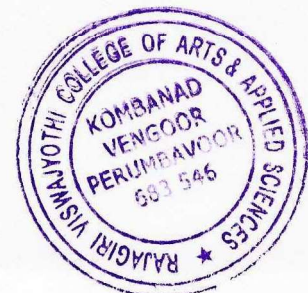
- Review of ICC Operations and Effectiveness
- Discussion on Gender Inclusive Pedagogy Educator Training Workshop
- Planning for Upcoming Gender Equality Programmes

Members Present

1. Ms. Anju Antony 
2. Ms. Sreekala M M 
3. Ms. Karthika Balachandran 
4. Ms. Preetha Ashok 
5. Ms. Pushpa Gopakumar 
6. Ms. Anna Alice Jose 
7. Dr. Divya Roy 

Discussions

The Internal Complaints Committee (ICC) convened to review its operations and effectiveness. There was major focus on training programmes which could be arranged. The committee acknowledged the importance of such programmes in promoting gender equity in teaching and discussed plans for future initiatives to support this goal. The meeting ended at 11:00 am.




Action Plan

- Evaluate the need for gender-based evaluation programmes.
- Plan and schedule additional training sessions or workshops to further support gender inclusivity.
- Develop strategies to integrate gender-inclusive practices into learning.

Action Taken

- The impact of training programmes was assessed, with feedback showing strong engagement and positive reception.
- Strategies for future events and initiatives were developed to further promote gender equity and address any emerging issues.
- The ICC's operational practices were reviewed and strengthened to ensure ongoing effectiveness and responsiveness to the college community's needs.


Sreekala M.M


Anjy Antony.





**Minutes of the meeting of Internal Complaints Committee held at 3:30 pm on 11th
March 2024 at the common staffroom**

Agenda


- Review of Recent ICC Activities
- Discussion on the major gender-based events of the year
- Planning for Future Gender Equity and Support Programmes


Members Present


1. Ms. Anju Antony 


2. Ms. Sreekala M M 

3. Ms. Karthika Balachandran 

4. Ms. Preetha Ashok 

5. Ms. Pushpa Gopakumar 

6. Ms. Anna Alice Jose 

7. Dr. Divya Roy 

Discussions

The ICC reviewed recent activities which were appreciated. The programmes like "Her Story Unwritten", "Her Finance: Financial Literacy for Women", "Gender Equity in the Digital Age", "Gender Inclusive Pedagogy", "Heritage Her: Gender Equity in Cultural Preservation" and "Rural Reach: Gender Equity in Rural Development Seminar" were further appreciated. There was the celebration of International Day of the Girl Child with an inspiring seminar titled "Aspire to Inspire", with Ms. Shilpa S, Assistant Professor at Sahrudaya College as resource person. Workshop led by Mr. Abhijith of Shastra Sahitya Parishath and Haritha Kerala Mission, and the seminar led by Mr. Arun V V, addressed gender biases and strategies for women in these fields. The committee acknowledged the importance of these seminars and workshops in promoting gender equity in teaching and discussed plans for future initiatives to support this goal. The meeting ended at 4:30pm.




Action Plan

- Assess the impact of the "Gender Equity in Cultural Preservation" event and gather feedback from attendees.
- Plan and organize future events and programmes to address emerging gender equity issues and support students.
- Enhance the ICC's engagement with the college community through proactive outreach and educational initiatives.

Action Taken

- Feedback from the workshop was collected, showing positive responses from participants and a clear need for more gender inclusivity training.
- Plans were made to organize additional workshops and training sessions based on the feedback received.
- Strategies were developed to incorporate gender-inclusive practices into the curriculum, enhancing the overall educational environment.


Sreekala MM


Anju Antony




PRINCIPAL

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