

## NOTICE

A meeting of the Grievances Redressal Cell is scheduled to be conducted via online mode on 20-07-2020. The time of the meeting is fixed at 10.00am. All the members are requested to attend the meeting without fail.

The main agenda of the meeting is to decide about collecting the grievances of the students through SNMC virtual, the College's LMS platform based on Moodle.

Convenor 

## MINUTES

A meeting of the Grievances Redressal Cell was conducted on 20-07-2020 via online mode at 10.00am. All the members of the Committee were present at the meeting.

The main agenda of the meeting was to collect the grievances of the students through SNMC virtual.

## DECISIONS

As regards the online classes, it was decided to circulate a feedback form in SNMC virtual - Moodle platform by the IQAC of SNM College. Students are to be directed to express the responses, both in objective type questions and descriptive too. A summarized report on feedback may be given by each Department to Grievance and Redressal Cell. The meeting ended by 11.30pm.

# EDITION

## MEMBERS PRESENT

- 1. Sheetha Joy,
- 2. Akhil G
- 3. Geeta V.S
- 4. Viji P



## Action Taken:

1. Feed back form was circulated to students through SNMC Virtual by the IQAC
2. Responses of the students were recorded
3. Summarised report was given by each Department, to the cell.

## DISCUSSION

## NOTICE

A meeting of the Grievances redressal cell is decided to be conducted on 20-08-2020 via online mode. All the members are requested to attend the meeting at 10.00 am.

The agenda of the meeting is to discuss various complaints given by the students in SNMC virtual platform.

  
Convener.

## MINUTES

A meeting of the Grievance redressal cell was conducted on 20-08-2020 at 10.00 am. by online mode.

The main agenda of the coas to discuss the complaints given by the students through SNMC virtual.

## DECISIONS

It was decided to settle the following grievances: General complaints raised by the students in 10 departments of our college are listed below:

1. Network issue.
2. Attendance marking issue in Moodle.
3. physical strains
4. Mental stress.
5. Difficulty in submitting assignments on time.

The major grievances from each department are given below:

1. English Department : Two students of 2nd DC English are not having personal devices to access online classes.

2. Economics Department: Students have expressed their difficulty in viewing uploaded videos. They have also demanded fixed time for live classes which also should not extend more than 15 minutes. Students claim that teachers must be given proper direction while implementing new teaching methods in Moodle. Also they opined that students will be in mental pressure if they are not oriented towards any new practices in LMS.
3. Mathematics Department: 3<sup>rd</sup> year students of Mathematics Dept. are in need of interactive sessions. They have demanded a doubt clearing session for at least one subject in a week with properly informed timings.
4. Commerce Department (Regular): Students have expressed that the live session should not extend 30 minutes.
5. Commerce Department (self-financing): Students in some batches have asked for live sessions and class tests.
6. Chemistry Department: Students have opined that they are not notified when new videos are uploaded in Moodle.
7. Physics Department: Students expressed that some classes are not effective. They have requested to inform the details of online classes a day before.
8. Zoology Department: Students find live classes more effective than videos as they face some distraction while watching long videos. Also they claim that as the classes are not live, there is no interaction between teachers and students.
9. Botany Department: One student has suggested that live session, videos etc.. are to be given in working days only so that they can do other duties like part time jobs, preparations for competitive exams, and family responsibilities on other days. One mail before sent

stating these demands was not answered. It was decided to solve the grievances as early as possible. The meeting concluded by 12.00 p.m.

#### MEMBERS PRESENT:

1. Theertha Joy
2. Akhil J.
3. Sreeja V.S.
4. Veer M.D.



#### Action Taken:

- The issues were reported to the principal.
- The issues were thoroughly examined and decided to settle all the grievances in the subsequent meeting.

## NOTICE

A meeting of the grievances redressal cell is scheduled on 03-09-2020 via online mode at 10:00 am. All the members are requested to attend the meeting on time.

The agenda of the meeting is to find solutions to the grievance collected through SNMC virtual

Convenor

## MINUTES

A meeting of the was conducted on 03-09-2020 at 10:00 am by online mode.

The main agenda of the meeting was to redress the complaints given by the students in SNMC Virtual platform. The following actions were taken regarding the complaints. Action Taken :

1. It was decided to arrange mobile phones for those who are missing the online classes with the help of PTA and other sponsorships.
2. The principal gave proper directions to the teachers to conduct the online sessions at fixed timing which shall not exceed 45 minutes.
3. The Principal gave proper directions to the Faculties to give a session per week for doubt clearing.
4. It was made mandatory to give more live sessions than uploaded videos and also conduct class tests.
5. All the issues regarding attendance marking and failure of video notification were removed.
6. The principal directed the head of the departments to give proper information to students regarding the time of online classes the previous day.
7. It was decided to upload short videos than long ones and entertain more live sessions.
8. The principal directed the teachers to give the live sessions.

only on weekdays

All the complaints were addressed and the above actions were communicated to the teachers in general. The meeting came to an end by 12.00 pm.

### MEMBERS PRESENT

1. Theertha Joy

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2. Akhil J

3. Sreeja V.S

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4. Viji M.R

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