



## **Regular Updating of Students Handbook**

### **Objectives of the Practice:**

The key objective of this practice is to provide updated information on an annual basis to the students in one place. They include information on (a) general regulations applicable to all the programmes as well as the ones specific to the type of programmes (PG, PhD), (b) details related to day-to-day matters of functioning of the University including contact for various offices and committees, (c) examination related matters including matters related to grading, (d) existing policies guiding functioning and operations, (e) fees, (f) hostel and (g) academic calendar. Access to the handbook is provided through the TERI SAS website. No hardcopy is provided.

### **The Context:**

Information related to the entire 'life cycle' of a student--related to governance as well as management--in a HEI are usually available in a scattered way. At times, update of such information are provided either through a notice or email. Both results in miscommunication and difficulties, which can be avoidable at a little cost. Having a well-functioning and rich website at TERI SAS offered a possibility to host all the information on it, in the form of a handbook. Even prospective students consult the handbook, to understand what to expect after admission. All past handbooks are also maintained in an archive on the website.

Timely updating of information is always a challenge, especially when changes are to be approved by statutory bodies. To address the issue, recently, dates for meeting of Board of Studies and Academic Council have been included in Academic Calendar to ensure adequate time for updating.

### **The Practice:**

All regulatory bodies emphasise the importance of ensuring availability of correct information to the students, on every aspect of their 'life' in an HEI. This ensures transparency as well. Cyberspace is used by all regulatory agencies in a variety of ways, ranging from communications over email to notices uploaded on the respective websites.

'The Admission and Scholarship committee' of TERI SAS was entrusted with the responsibility of regular updating of Students Handbook since 2017. It consists of both teaching and administrative staff. This composition takes care of academic matters such as grading and administrative matters such as conduct of examinations.

### **Evidence of Success:**

The evidence of success in quantitative terms, admittedly, is difficult to capture. However, from the type of grievances received in the last five years, it can be conclusively stated that none of them are related to lack of information or mis-information.

The openly accessible Handbook must have been used by students during the COVID-19 induced pandemic, as they had limited access to physically meeting faculty or administrative staff ever since their access to TERI SAS has been stopped.

### **Problems Encountered and Resources Required:**

One of the major problems encountered so far is that of timely collection of information. This primarily owes to non-responsiveness of the offices and authorities. As stated earlier, some of these challenges have been addressed recently, i.e. holding meeting of statutory bodies on pre-fixed days and well ahead of beginning of an academic year.

**Notes (Optional):**

N.A.