

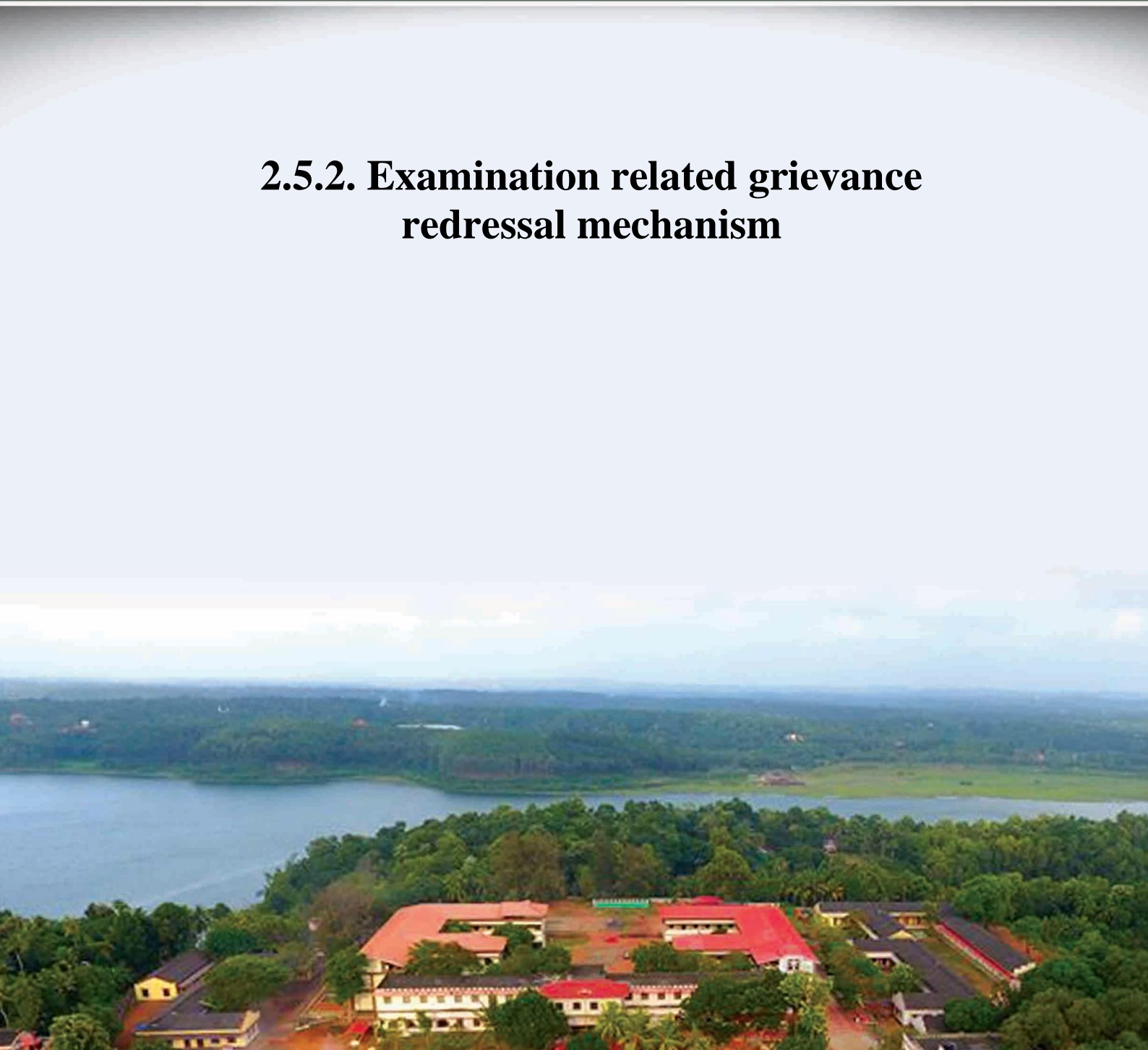


KUMBALATHU SANKUPILLAI MEMORIAL DEVASWOM BOARD COLLEGE

**(Re-accredited with 'A' Grade by NAAC)
SASTHAMCOTTA, KOLLAM District, KERALA**

CRITERION 2

2.5.2. Examination related grievance redressal mechanism





Examination Related Grievance Redressal mechanism

The complaints of the students related to the continuous internal evaluation will be addressed by the grievance redressal system functioning in the college. The entire process is decentralised and different bodies take part in the transparent, time bound and efficient mode of addressing the grievances raised by the students.

CLMC

Continuous evaluation is done in a systematic and monitored manner by the CLMC. CLMC together with the IQAC prepares the academic calendar in unison with the academic calendar published by the University. The internal examination time table is prepared well in advance and is intimated to the departments. The departments are directed to display the time table as well as the seating arrangements in their respective notice board. The attendance of the students is recorded by the respective departments. Re tests were conducted on the basis of genuineness. The result of examination is published in a time bound manner. Answer sheets of test papers are given to the students so that they can voice any grievances related to the internal exams to the Department Level Monitoring Committee through their tutor. The committee can consider all the complaints not redressed by DLMC. While considering the complaint, the College union Chairman was included as an invitee in the CLMC.

DLMC

The DLMC under the coordination of the head of the department addresses the internal exam related grievances. The DLMC takes steps to re assess the learner's performance and revaluation is done, if found genuine and necessary. In case the learner is not satisfied at this level, they can bring up the matter to the CLMC.

Tutor

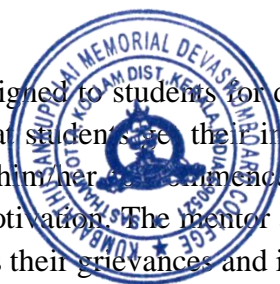
The students can raise their complaints related to internal evaluation at the primary level with their tutor. Tutor may report the issue to DLMC and revaluation is done by the tutor. In addition to internal examination Assignments/ seminars are also given as part of the continuous evaluation, by the tutor. The assignments are returned within 15 days to the learner. Complaints if any can also be reported to DLMC

Mentor

Apart from the tutor, a mentor is also assigned to students for discussing any grievances and issues. The mentoring system ensures that students see their individual hurdles addressed at the department level, thereby enabling him/her to commence the graduate level learning experience with added confidence and motivation. The mentor assesses the levels of students through interactive sessions and addresses their grievances and issues accordingly.

ULMC

Any grievances related to university examination or that cannot be settled by the CLMC can be raised before the university level monitoring committee. The complaint if any, can be



Green
PRINCIPAL
K.S.M.D.B. COLLEGE
SASTHAMCOTTA



forwarded through the Principal to the ULMC. ULMC acts as an appellate committee. Any complaint not redressed by CLMC can be examined and settled by ULMC

GRIEVANCE REDRESSAL & COUNSELLING CELL (GRCC)

The Grievance Redressal and Counselling Cell (GRCC) of the college is a forum that addresses genuine problems /complaints of students mainly and those of other stakeholders of the institution too. Besides, the Cell also takes up matters of counselling when required.

The GRCC has been constituted with the college Principal as Ex -officio Chairman and 6 members, duly considered from the Language, Science, Humanities and Commerce fraternities of the college.
The GRCC for the academic year 2020 -21 includes:-

1. Dr. K.S.Anil Kumar , Principal (Chairman)
2. Dr. Sushil Kumar.R, Asso.Prof of English (Convener)
3. Dr. Beena .B , Asso.Prof of Chemistry (Member)
4. Dr.Mini Chandran ,Asso.Prof of Zoology (Member)
5. Dr. Madhu .T, Asst .Prof of Malayalam (Member)
6. Dr.Ajesh.S.R, Asst.Prof of Commerce (Member)
7. Prof.Sreekala.M, Asst Prof of Economics (Member)

This 'student-friendly' forum strives to maintain a conducive and unbiased environment in the campus, focusing on academic and non -academic matters. The Cell shall redress grievances at the individual level / class level / college level. The regulations for the same are being drafted and will be published soon; following the UGC Regulations of 2018. Students are requested to note that filing a complaint is serious and hence they are to use the power in a responsible manner. At the same time, the college assures students that once a complaint is made, it will be treated with sensitivity and confidentiality. The provision for filing complaints will be online -facilitated. The CLMC and the Tutorial Wing of the college will also have an integral role in the functioning of the Cell.




PRINCIPAL
K.S.M.D.B COLLEGE
SASTHAMCOTTA



Grievance Redressal and Counselling Cell

Grievance Redressal Policy

“What more can a higher education institution cultivate than a congenial atmosphere for young minds to evolve and cut out a firm personality that caters to needs and demands of a civic society in its course of development!”

Keeping with this idea, the Grievance Redressal and Counselling Cell (GRCC) of the college functions in such a way that every student is groomed the right way towards qualitative enrichment. The Cell formulates a policy that encapsulates this. KSMD B College is a student- friendly institution that leaves no stone unturned for nourishing the academic experience of students here.

The Grievance Redressal Cell is a forum that includes 7 members, including the Principal as

Ex- officio member. Members are selected giving due emphasis to seniority and equal gender representation.

The GRCC has as its function the task of addressing grievances of students and staff. It also discharges Counselling(internal as well as external, if required) responsibility. Chief Functions of the Cell

- 1) Academic grievance- Addressing issues raised by students on academic matters eg. faculty skill in teaching effectively, evaluation etc.
- 2) Irregularities in administrative support
- 3) Discrimination on the basis of caste, religion, gender etc.
- 4) Lack of facilities for students(especially for online learning)
- 5) Student conflict
- 6) Staff grievances

The tenure of a committee is two years.

- In addition to this individual and group Counselling sessions are conducted, if required, for the students. External experts are hired for the case, if needed.

The students can submit their grievances through a customised link given in the college website under online services: <https://ksmdbc.ac.in/online-services/>

Grievance Submission Link <https://forms.gle/Pr3FmqWG42PXfFg78>

email id of Grievance Redressal cell: cgrc@ksmdbc.ac.in




PRINCIPAL
K.S.M.D.B COLLEGE
SASTHAMCOTTA

GRCC redressing grievances relating to online classes with the help of tutorial session in all the departments

[illegible]

Deena
PRINCIPAL
K.S.M.D.B COLLEGE
SASTHAMCOTTA



KUMBALATHU SANKUPILLAI MEMORIAL DEVASWOM BOARD COLLEGE
(Reaccredited with 'A' Grade by NAAC)
SASTHAMCOTTA, KOLLAM District, KERALA

| 1 | Summary of the discussion from the tutorial session | Major grievances you want to highlight | Any other points you want to mention |
|---|--|--|--|
| 2 | A tutorial session was conducted on 03.08.2020 at 10.30 am. Out of 38 students, 37 students participated in the tutorial session. Most of the students expressed their grievances about attending a continuous session of online classes and very much bothered about severe health problems. They mentioned that due to network problem and improper functioning of gadgets (battery weak) they were not able to attend the classes properly. | About the duration of classes and severe health problem especially eye problem, back pain, head ache | |
| 3 | The meeting of the tutor of S3 M.A Sanskrit with the students was convened on 2/8/2020 at 7 pm. 11 students could join the meeting successfully out of the 12 students (total number of students). They are reported to have no serious issues which prevent them from attending online classes apart from the health issues raised by some of them, while sharing the screen time. The meeting ended at 7.45 pm. | Nil | |
| 4 | 1.Regular absentees: 17out of 40 2. 35 out of 40 students responded to the google form survey. 3. Most of the students are complaining about network problems. They are also facing severe health issues such as headache, eyesight problem, back pain, anxiety, etc. | Synchronous method of teaching is consuming a lot of data. Most of the students face Network related problems. Some regular students are anxious that they are not able attend the class continuously due to Network issues | Both the students and teachers are not at all motivated. |
| 5 | Summary provided as separate pdf file and uploaded | Included in the uploaded file as remarks | |
| 6 | Provided as separate word file and uploaded | Network problem | |
| 7 | 1. About 56% of the students face some problems in online mode of teaching. 2. 90% of the students face network problems. 3. 41% of the students are not comfortable with the duration of online classes. 4. 46% complained about health issues caused by online classes. 5. Around 95% rate the online classes as good/satisfactory | Poor network coverage, Battery charge loss and heat generation due to continuous classes. | 1. The duration of class time may be reduced 2. Battery charging time of minimum 30 minutes may be provided after every 2hr class. for this purpose, online class time may be rescheduled |

| 1 | Summary of the discussion from the tutorial session | Major grievances you want to highlight | Any other points you want to mention |
|----|--|---|---|
| 8 | The meeting of the S5 BA Hindi with the students was conducted on 04/08/2020 at 11.am. Out of 36 students 25 students attended the meeting successfully. Most of the students have attended the online classes without major issues. Only some students raised the concern about network coverage issue and some others having health issues. The meeting ended at 11.30 am. | Nil | |
| 9 | 65% Students attended the session. Tutorial session was good & effectively. Students presented their difficulties and opinions very well. | Network problem, Lack of proper device, Data recharging problem, Class Time | Two paper portions are still pending due to shortage of teachers. |
| 10 | Tutorial sessions for S3 MA Economics conducted during my class time -Tuesday 11.30 to 12.30. The meeting started at 11.30 and ended at 12.30. All 17 students participated. First of all I requested them to open their video but due to network issue students can't continue through the video. All the students opined that the mode of class, note distribution through Google Classroom and using slide for class and seminars etc are very effective and new experience but continuous class leads to certain problems for them. In the case of attendance 11 students (64.7%) have attended all the online sessions conducted. 6 students can't attend regularly due to genuine reasons. Out of 17 students 15(88%) are using Mobile phone for attending online sessions. Only 2 students have computer system. | Major problems identified- 1. For attending the class some students are standing in front of road side, trees and therus etc. Standing 5 period in this posture is very pathetic situation. 2. In the case of 2 Students (Gopika and Jihana), there is no proper device to attend the class. 3. Out of 17 students 16(94) are facing network issue and 8 students are facing health problem due to continuous usage of mobile phone. As per their opinion after 5 hour every day they have to take notes from google classroom this leads to data problem and health issues. 4. 50% opined that continuous sessions leads to lack of concentration. 5. One student Jihana have to travel her friend's home for getting network, since his residence area is now critical containment zone this we on wards it is difficult for her to attend the sessions. | I think it is better to avoid 5 hour (8.30 to 1.30) per day. Setting Only 3 hour per day can reduce certain grievances. Teachers are not able to complete the class with in 20 minutes. Hours may be rescheduled as 8.30-10am, 10 am-11.30, 11.30am-12.30. Recorded sessions on You Tube will also be beneficial to the students. Using new facilities of google classroom is also recommended. |
| 11 | All are having network issues subject to which they are sometimes unable to attend or make use of online classes effectively. Some students are facing device complaints due to continuous use and lack of data for attending classes as well as completing assignments. Health concerns relating to strained eyes and ears (usage if earphones for attending classes) were also raised. Overall, the students are satisfied with the classes provided. | Network issues | |



Beena B
PRINCIPAL
K.S.M.D.B COLLEGE
SASTHAMCOTTA



| 1 | Summary of the discussion from the tutorial session | Major grievances you want to highlight | Any other points you want to mention |
|----|--|--|--|
| 12 | 40 out of 69 students participated in this tutorial session. Students actively and honestly gave opinion about the online classes. Majority of the students are unhappy about the fact that they are not able to come to college and attend the regular classes, but at the same time as the only option they are now feeling comfortable with the online classes. | * Majority of the students are having network issues. | Nil |
| 13 | Students were very enthusiastic to voice their opinion regarding online classes. They unanimously expressed the view that the classes are useful but commented on the monotony of the schedule from 8:30 AM to 1:30 PM which is creating stress, boredom and leave them exhausted to pursue any other activity for the rest of the day. They enquired whether it is possible to include co-curricular activities also within the 8.30 to 1.30 schedule as in college. All 22 students participated in the discussion. | Duration of each session should be reduced. Network issues. Health issues like headache, eye strain, back pain etc. Lack of time to charge phone due to continuous classes. | |
| 14 | Through the google form and one tutorial session by Dr Arunshanoj, we collected the data from the students. Students are not satisfied with this online sessions. Network problem downloading google meet and classroom leads to no space in mobile phone and financial problem to data recharge etc are main items for their discussions. Students all opined that all classes are good but technical issues need to be addressed. Only one student have laptop all others are using mobile phones to join the class. S 5 Zoology tutorial session was conducted on 4/8/2020 and discussed about the grievance of online classes. All students (47) actively participated in the session. Main issue raised by the students was concerning their health. 93% of the students reported network issues. All the students own either laptop or smart phones. 38% of the students were found to be facing financial problems regarding data recharge. 85% suggested to reduce class hours. On a total, 57% were of the opinion that online classes are good and remaining 43% said that it is satisfactory. 6% of the students suggested to record and | 1. Low network coverage-94.3% 2. Physical health problem-9.2% 3. Lack of Proper device-4.6% 4. Recharging is not possible due to lockdown-25% 5. No proper attention due to continuous classes-41% Lack of knowledge to operate online platforms-3.4% | Financial problem is major problem of this students. There are only two faculty now teaching these students so in every day they got one hour free. So duration of class is not a major problem in this group. |

| 1 | Summary of the discussion from the tutorial session | Major grievances you want to highlight | Any other points you want to mention |
|----|---|--|--------------------------------------|
| 15 | S 5 Zoology tutorial session was conducted on 4/8/2020 and discussed about the grievance of online classes. All students (47) actively participated in the session. Main issue raised by the students was concerning their health. 93% of the students reported network issues. All the students own either laptop or smart phones. 38% of the students were found to be facing financial problems regarding data recharge. 85% suggested to reduce class hours. On a total, 57% were of the opinion that online classes are good and remaining 43% said that it is satisfactory. 6% of the students suggested to record and share the classes for further reference. Over heating of the phone and the phone getting hung were the other complaints from the students. One of the positive remarks received was that learning is better now with the help of presentations and videos. All in all, everyone prefers offline classes. | Health issues like head ache and eye problems; Physical and mental strain; Financial problems in data recharging; Poor internet connectivity and duration of class time. | Nil |
| 16 | Total strength of the semester 3 political science is 75, but only 45 students participated the tutorial sessions. It is very difficult to conduct this type of tutorials for degree students through online, because majority are not responding. only two or three are continuously responding. So I prepared a google form by including all the possible issues, here also students responding is not as much as better only 42 responded. from this following are their major grievances. | 1. 63% students says that online classes are good but not as much as effective as in classroom teaching. 2. Due to low space in phone some students are not able to download google classroom, so they demanded to share notes through whats app. 3. Net work connectivity is a major problem for 93% of students. 4. 4% students opined that they Physical health problems due to attending continuous online class through mobile phones. 5. All students are using mobile for attending classes. 6. students don't have any mobile phone. 7. students are also says that data recharging is another grievances. 8. Mental tensions are high if they are not able to attend a class. 9. Continuous class leads to lack of concentration. | |



Beena
PRINCIPAL
K.S.M.D.B COLLEGE
SASTHAMCOTTA



| | | | |
|----|--|---|--|
| 1 | Summary of the discussion from the tutorial session | Major grievances you want to highlight | Any other points you want to mention |
| 17 | <p>1. All most all students said that they are not satisfied with the online class as it is difficult to get continuous network connection for the 5hrs.</p> <p>2. Many of them have to go outside, or on the top of parapet wall or terrace to get connected and then it is difficult to attend the class during rain.</p> <p>3. They have complaint about some teachers as they are taking class for almost one hour.</p> <p>4. some teachers are simply read out the portion without any explanation. so they feel that they are wasting their time and money.</p> <p>5. All of them demand notes as they couldnot attend the class continuously.</p> <p>6. Many of them requested for some kind of interaction (recreation!) between teachers and students instead of continuous 5 hrs class</p> <p>7. more than 5 students share their neighbours WIFI for attending the class.</p> <p>THEY PREFER PHYSICAL CLASS TO ONLINE CLASS!!!!!!</p> | <p>1. 5-6 students are not at all able to get the class as they dont have any kind of connectivity due to geographical reason</p> <p>2. All the respondents (only 32/42) have severe problems with vision, neck ache etc.</p> <p>3. Eventhough many teachers are following the four quadrant module, students complained that they are forced to use the mobile throughout the entire 5 hours to follow the activities, notification and instruction that comes one after the other.</p> <p>4. only less than 5 students are able to attend the classes without any interruption</p> <p>5. more that 15 students have to share the device with their sibblings and as a result they couldnot attend the classes throughout.</p> | |
| 18 | Students discussed mainly on Network issues and problems associated with having greater number of sessions in a day like heating up of devices and migraine issues. | Students find it difficult to attend class during climate changes leading to power failure | Delay in timely communication of Link to classes resulted in many students failing to attend classes. |
| 19 | Overall Good, but too much network problems | Large number of students complained about health issues associated with high level of screen time. | Students feel that for some subjects, posting of recorded videos instead of live classes make it very difficult for them to follow. |
| 20 | Good interaction was there | Network coverage problems, notes required | To retain the charge of mobile battery, they reduce the brightness of the screen, which lead to Eye ache & Eye watering: very serious problem. Except two, all are using mobile phone. |
| 21 | Health- watering in the Eye for - >85%, Head ache - >80%, Net work coverage problem for >90% students. About 30% came out of house for range problem, so under rain or has to walk around for range. | | |
| 22 | On 06.08.20, tutorial section of students, discussed about ongoing online classes and well noted their comments and suggestions. I have given a Google form to students to record their suggestions and also called those students who are not attended online class and understood their matters. On that survey of students via google form, 50 out of 56 students participated and most of them commented for the following issues as main. | | |
| 23 | 1. Network Problem 2. Health Issue | | |
| 24 | As per students reply, 7 of them commented for financial issues to recharge data and 26 commented various health issues and 4 of them commented as lack of proper device. | | |
| 25 | Poor net connection | 1. Network Problem 2. Health Issue | |
| 26 | Students faces some issues such as Network problems, Drained Battery charge, Eyes strain etc. | Poor net connection | |
| 27 | number of classes per day. Most teachers continued their lecture session even after scheduled time while some of them only leaves when students informed about the upcoming class. So, they couldn't punctually join the next class. The last hour lecture by some teachers got extended even after 1.30 PM. Two students complained that their open course classes are always taken from 8.30 AM to 9.30 AM. Some open courses start only at 9.00 AM instead of 8.30 AM. it brought large | Network problems | |



Beena
PRINCIPAL
K.S.M.D.B COLLEGE
SASTHAMCOTTA



KUMBALATHU SANKUPILLAI MEMORIAL DEVASWOM BOARD COLLEGE
(Reaccredited with 'A' Grade by NAAC)
SASTHAMCOTTA, KOLLAM District, KERALA

| 1 | Summary of the discussion from the tutorial session | Major grievances you want to highlight | Any other points you want to mention |
|----|---|---|--------------------------------------|
| 24 | <p>•Most of the students protested on the duration and number of classes per day. Most teachers continued their lecture session even after scheduled time while some of them only leaves when students informed about the upcoming class. So, they couldn't punctually join the next class. The last hour lecture by some teachers got extended even after 1.30 PM. Two students complained that their open course classes are always taken from 8.30 AM to 9.30 AM. Some open courses start only at 9.00 AM instead of 8.30 AM, it brought large inconvenience to them. They also requested to reduce the number of classes per day from 5 to 3.</p> <p>•Students didn't have prescribed text books with them. Most of the teachers share notes in pdf through WhatsApp. Some teachers told them to take screen shots of their power point presentations during streaming and prepare their own notes. Continuous usage of phone for writing notes and assignments after class time increases their health issues and mental stress.</p> <p>•About 14 students complained about various health issues caused by online classes which includes severe head ache, eye sight problem, shoulder pain, ear pain, back pain etc. One student said he is facing some mental depression and sleeplessness due to the continuous usage of mobile phones.</p> <p>•About 15 students didn't have proper network coverage in their residential areas. So many days, they were unable to join the class within first 5 minutes and couldn't follow the lectures properly. When a student informed this inconvenience to a teacher, the concerned teacher scolded him. Same complaint was also aroused by a student girl.</p> <p>•Organic Chemistry Reactions and derivations under physical chemistry topic, presented by ppt, was too difficult to follow and understand.</p> <p>•Some of the teachers are finishing their topics so quickly, that the students couldn't follow well.</p> <p>•Continuous mobile usage quickly drains away the mobile battery charge and hence many of them attend the online classes by charging their mobile phones. They are very much anxious about such usage.</p> | Duration of the Class, Network Connectivity issues, Health issues | |

| 1 | Summary of the discussion from the tutorial session | Major grievances you want to highlight | Any other points you want to mention |
|----|---|---|--|
| 25 | As per the instruction of the principal, an online discussion with students of S3 P.G was arranged on 03.08.2020 to have their feedback on online classes. They are quite ok with the online classes. They have no connection issues or health problems. The only problem they pointed out is that due to the lack of faculty members, they don't get proper classes for two papers- Functional and Graph theory, so they asked if there is an option to arrange these classes for them. | Lack of faculty members | The issue regarding insufficient faculty members should be addressed |
| 26 | As per the instruction of the principal, an online Tutorial session for students of S5 U.G was arranged on 04.08.2020 to have their feedback on online classes. The S5 students complained that they are getting only two hour classes per day due to the lack of faculty members in the Department. They asked to take necessary action in this regard. Some students can't hear the class continuously due to Network issues. Some students requested to give notes in advance before the class | They are not getting enough classes due to insufficient number of faculty members | |
| 27 | As per the instruction of the principal, an online Tutorial session for students of S3 U.G was conducted on 06.08.2020 to have their feedback on online classes. They can't concentrate on continuous classes for up to 5 hours. They should also use mobile phones for writing down the notes as well. Some of the teachers engage classes for more than half an hour. Some students can't hear the class continuously due to Network issues. So they requested to reduce the class hours from 5 hours to 3 hrs if possible. | Duration of classes and number of sessions are long which cause serious health problems | |
| 28 | After listening to the issues in the online teaching system, most of the students arise the problem of poor net connectivity, Power failure due to bad weather conditions, serious health issues, duration of the class (8.30 to 1.30) etc | Student's time online is limited by the amount of internet access they can afford, then it is a financial burden to the students to attend the class continuously. Continuous online classes (5 hrs/day) are causing pain and swelling in eyes which are glued to the screen. | Blended learning System (Both Synchronous and Asynchronous learning methods) for each and every topic covered in the online sessions to rectify poor net connectivity. |
| 29 | Health and Net Work problem | Health problem/1. Headache 2. Watery eyes 80% Net Work Problem 90% | No |

| 1 | Summary of the discussion from the tutorial session | Major grievances you want to highlight | Any other points you want to mention |
|----|---|--|---|
| 30 | The tutorial session of S5 BSc Chemistry was conducted on 3/08/2020 & 4/08/2020. All students participated in the tutorial session. All students responded that the online classes were satisfactory. After that, they discussed the issues they face in online classes. One student mentioned about the financial difficulty for data recharge. Nine Students in the class reported poor network coverage. Most students commented that number of classes should be limited to three per day and that the duration of each class should be one hour. 85 % of students reported problems with headache, ear problem and back pain as they had to spend a lot of time in online classes. | Health problems and duration of class | |
| 31 | Fifth sem BA Tutorial meeting scheduled on 06.08.2020 at 9.30 am. Only 50 percent of students attended the tutorial meeting. Separate google form created and send it to the whatsapp group of students to collect information of absentee students. All students unanimously said that online classes are creating various problems to them. | Majority of students are facing various physical issues like headache, pain etc. | Students needs to give interval time between classes. Majority of students are absent due to various reasons. Time schedule (8.30 to 1.30) and continuous class without interval is not preferable for students. |
| 32 | Out of the 78 students only 54 have access to Laptop or Smartphone. The Responses are mainly from the 51 students having ICT facilities and attend classes. | 1. Nearly 1/4 students come under digital divide. 2. All the students have network coverage issues. 3. The limitation of the data packages is a major important concern. | The issue of students who lacked ICT device is to be addressed. |
| 33 | Facing connectivity problems during this mansion. | No other major grievances | |



PRINCIPAL
K.S.M.D.B COLLEGE
SASTHAMCOTTA



| 1 | Summary of the discussion from the tutorial session | Major grievances you want to highlight | Any other points you want to mention |
|----|--|---|--------------------------------------|
| 33 | Facing connectivity problems during this monsoon. | No other major grievances | No |
| 34 | All the students of Semester 3 Chemistry, are aware of the fact that they have no other option other than this online classes in the current pandemic situation. Out of 27, twenty students didn't report any commendable problems to them. They told me that they can manage the online classes. 7 students reported some health problems, out of which 3 students have severe headache and eye strain due to continuous classes for 5 hours and again writing notes from mobile. Some students (6) are facing network problems mainly during rainy season. Money for recharge is reported by only one student and it was known to me and I have already recharged her data last month. Overall, nobody reported that it is not useful to them or poor. | Health issues like headache and eye strain due to continuous classes of 5 hrs. Net work issues. | |

| Indicate number of students facing the following issues in online classes [Network coverage problem] | Indicate number of students facing the following issues in online classes [Lack of money for data recharge] | Indicate number of students facing the following issues in online classes [Duration of class] | Indicate number of students facing the following issues in online classes [General health condition] | Indicate number of students responded to Online Classes on the following parameters [Good] | Indicate number of students responded to Online Classes on the following parameters [Satisfactory] | Indicate number of students responded to Online Classes on the following parameters [Not Useful] | Indicate number of students responded to Online Classes on the following parameters [Poor] |
|--|---|---|--|--|--|--|--|
| 10-20 | Below 5 | 10-20 | 10-20 | 5-10 | Above 20 | 0 | 0 |
| 5-10 | Below 5 | Below 5 | Below 5 | 10-20 | 0 | 0 | 0 |
| Above 20 | 10-20 | 10-20 | 10-20 | Below 5 | 10-20 | Below 5 | Below 5 |
| Above 20 | Below 5 | Above 20 | 10-20 | 5-10 | Above 20 | 0 | Below 5 |
| 10-20 | Below 5 | Below 5 | 5-10 | Above 20 | 5-10 | Below 5 | Below 5 |
| Above 20 | 5-10 | 10-20 | 10-20 | 10-20 | 10-20 | 0 | Below 5 |
| 10-20 | Below 5 | Below 5 | 10-20 | 10-20 | 10-20 | 0 | 0 |
| Above 20 | 5-10 | 10-20 | 10-20 | 10-20 | 10-20 | 0 | 0 |
| Above 20 | 5-10 | Above 20 | Above 20 | Above 20 | 10-20 | 0 | 0 |
| 10-20 | 0 | Below 5 | Below 5 | 10-20 | Below 5 | 0 | 0 |
| Above 20 | 0 | Below 5 | Below 5 | Above 20 | 10-20 | 0 | 0 |
| 5-10 | Below 5 | Above 20 | 10-20 | 5-10 | 10-20 | 0 | 0 |
| Above 20 | Above 20 | Below 5 | 5-10 | Above 20 | 0 | Below 5 | Below 5 |
| Above 20 | 10-20 | Above 20 | Above 20 | Above 20 | Above 20 | 0 | 0 |
| Above 20 | Above 20 | Below 5 | 5-10 | Above 20 | 0 | 0 | 0 |
| Above 20 | 0 | 10-20 | Above 20 | 0 | 10-20 | Above 20 | 0 |
| 10-20 | Below 5 | 10-20 | 5-10 | 5-10 | 10-20 | 0 | 0 |
| Above 20 | Below 5 | 10-20 | 5-10 | Above 20 | Above 20 | 5-10 | Below 5 |
| Above 20 | 5-10 | Above 20 | Above 20 | Above 20 | 10-20 | 0 | 0 |
| Above 20 | 5-10 | 5-10 | Above 20 | 5-10 | Above 20 | 5-10 | Below 5 |
| Above 20 | Below 5 | Below 5 | 5-10 | 10-20 | 5-10 | Below 5 | 5-10 |
| 5-10 | 0 | Below 5 | 5-10 | Below 5 | Above 20 | 5-10 | Below 5 |
| 10-20 | Below 5 | 10-20 | 10-20 | 10-20 | 5-10 | Below 5 | Below 5 |
| 10-20 | 0 | 0 | 0 | 0 | 5-10 | 0 | 0 |
| 10-20 | 5-10 | 0 | 0 | 0 | Below 5 | 0 | 0 |
| 10-20 | 5-10 | Above 20 | Above 20 | Below 5 | Above 20 | 0 | 0 |
| Above 20 | Below 5 | Above 20 | Above 20 | Above 20 | 10-20 | 0 | 0 |
| Above 20 | 5-10 | Above 20 | Above 20 | Above 20 | 5-10 | 0 | 0 |
| 5-10 | Below 5 | Above 20 | Above 20 | 0 | Above 20 | 0 | 0 |
| Above 20 | 10-20 | Above 20 | Above 20 | 10-20 | 5-10 | 10-20 | 10-20 |
| Above 20 | 0 | Below 5 | 0 | Above 20 | 10-20 | Below 5 | Below 5 |
| 5-10 | Below 5 | 0 | Below 5 | 5-10 | 0 | 0 | 0 |
| 5-10 | Below 5 | 5-10 | 10-20 | Above 20 | Below 5 | 0 | 0 |

Major grievances you want to highlight

About the duration of classes and severe health problem especially eye problem, back pain, head ache
Synchronous method of teaching is consuming a lot of data. Most of the students face Network related problems. Some regular students are anxious that they are not able attend the class continuously due to Network issues
Included in the uploaded file as remarks

Network problem

Poor network coverage, Battery charge loss and heat generation due to continuous classes.

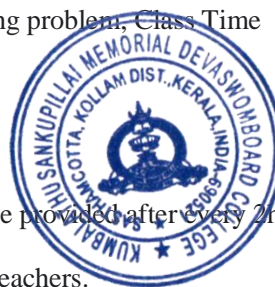
Network problem, Lack of proper device, Data recharging problem, Class Time

Both the students and teachers are not at all motivated.

1. The duration of class time may be reduced

2. Battery charging time of minimum 30 minutes may be provided after every 2hr class.
for this purpose, online class time may be rescheduled

Two paper portions are still pending due to shortage of teachers.



Beena

PRINCIPAL
K.S.M.D.B COLLEGE
SASTHAMCOTTA



I think it is better to avoid 5 hour (8.30 to 1.30)per day.Setting Only 3 hour per day can reduce certain grievances. Teachers are not able to complete the class with in 20 minutes. Hours may be rescheduled as 8.30-10am, 10 am-11.30, 11.30am-12.30.

Recorded sessions on You Tube will also beneficial to the students.

Using new facilities of google classroom is also recommended.

Financial problem is major problem of this students. There are only two faculty now teaching these students so in every day t hey got

one hour free. So duration of class is not a major problem in this group.

Delay in timely communication of Link to classes resulted in many students failing to attend classes.

Students feel that for some

subjects, posting of recorded videos instead of live classes make it very difficult for them to follow.

To retain the charge of mobile battery, they reduce the brightness of the screen, which lead to Eye ache & Eye watering; very serious

problem. Except two, all are using mobile phone.

The issue regarding insufficient faculty members should be addressed

Blended learning System (Both Synchronous and Asynchronous learning methods) for each and every topic covered in the online

sessions to rectify poor net connectivity .

Its needs to give interval time between classes. Majority of students are absents due to various reasons.

Time schedule (8.30 to 1.30)

and continuous class without interval is not preferable for students.

The issue of students who lacked ICT device is to be addressed.

Grievance boxes are placed near principal's office and examination wing for students to raise their concerns



Deena B
PRINCIPAL
K.S.M.D.B COLLEGE
SASTHAMCOTTA