

## GENERAL INSTRUCTION

### STANDING OPERATING PROCEDURE: SAHAYYAM, STUDENT SUPPORT GROUP

#### Introduction:

1. Sahayyam , a student Support Group constituted with professional counsellor, a dedicated team of faculty advisors and student volunteers who focused in two main issues such as concentrates on familiarizing the freshers to the new environment, and the other deals with mental health issues of the students has been formed in Sikkim Manipal Institute of Technology. Sahayyam takes the responsibility of guiding and supporting the students in their path towards success and self-fulfilment which includes handling academics, personal, family and peer problems. The counsellor provide a comfortable and confidential environment. This group helps to provide a confidential atmosphere where the student feel at ease to discuss anything that may be bothering them, and help to find solution to their problems. The students are helped to work through their problems, to develop self-awareness, and to overcome problems.

#### Aim:

2. The aim of formation of Sahayyam is to provide various opportunities to the students to acquire new skills and knowledge. However, adjusting to the new environment and managing academic and personal demands may induce stress and anxiety. Often the constant pressure and expectation from oneself and significantly others, often leads to emotional or psychological turmoil, thus disturb the peace of mind. Sahayyam, the student Support Group of SMIT, Majitar, Sikkim, aims at helping students to reach their highest academic and personal potential ensuring that morale and motivation of student remains on the higher side at all times. It tries to ensure that SMIT is not just an Institute, but also home away from for all students. Even though it doesn't solve all the problems, it provides a path to understand the issues themselves and solve it. The following are the **objectives** of Sahayyam:
  - (a) To offer supportive and conducive environment for any student with personal issues of challenges to seek help and guidance from a professional counsellor.
  - (b) Effectively deal with problems and issues before they become unmanageable.



- (c) Empower students with enhanced ability to solve problems, make decisions and deal more effectively with their personal situations.
- (d) Counselling students for solving their problems and provide confidence to improve their quality of life.
- (e) Inculcating discipline, punctuality and motivation among the students is the main objectives in career building of a student. The college has adopted a well-established system, Counselling and Mentoring Record (CMR) to monitoring and mentoring the students' activity.
- (f) Provide guidance to the students on various option available in the course of their body.
- (g) Help students to solve their personal, educational and psychological problems.
- (h) Create awareness among the students for their career avenues.
- (i) Encourage students for co-curricular and extracurricular participation at college, University, and National Levels.
- (j) Pay attention towards personality development of students.
- (k) Give psychological support, counselling if needed.
- (l) Maintain a record of academically weak or fail students and to make probable action plan if necessary for their better improvement.
- (m) Arrange yearly parent-teacher meeting.
- (n) Help the students facing depression caused due to family problems, academic or any overall other problem.
- (o) Facilities the students to complete the course in four years with good academic and overall track record.

### **Scope:**

3. In today's time, competition made the man machine, ethical values are disappearing and emotional and physical health is sacrificed for the sake of worldly evanescent success. At times people become tired, overwhelmed, irritable, anxious or depressed. In such matters, typically people struggle with their issues internally, mulling them over in their mind trying to sort out possible solutions to their dilemmas. They may speak with family members and friends, but they may feel it is not enough. At this stage, it is reasonable as well as crucial to speak with a counsellor. Counselling is a helping process which aims to facilitate the process of growth and positive well-being. Counselling emphasizes awareness and prevention along with early identification and intervention of mental health issues. It allows students to



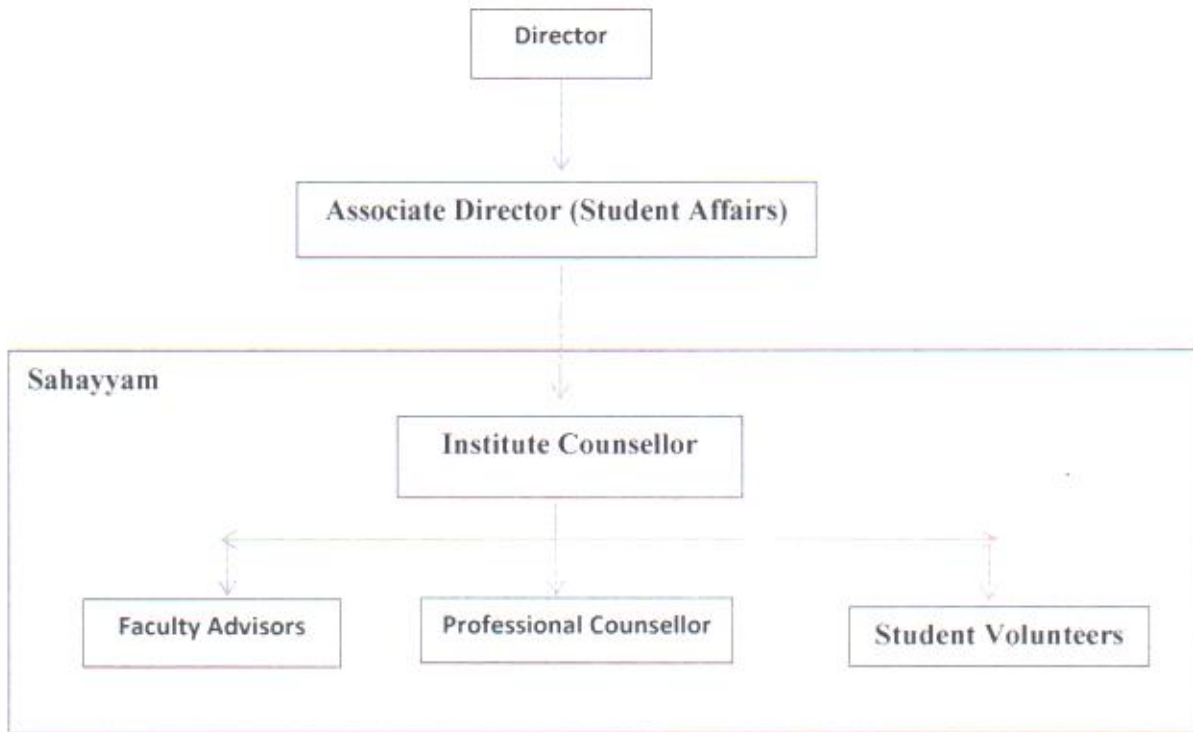
effectively deal with problems and issues before they become unmanageable. Counselling empowers students with enhanced ability to solve problems, make decisions and deal more effectively with their personal situations. It helps students to alleviate distress, enhance wellness, utilizing their best potentials and facilitate the achievements.

4. The Sahayyam provides counselling in the following areas.
  - (a) Academic Pressures which includes:
    - (i) Lack of concentration and motivation for studies
    - (ii) Underachievement
    - (iii) Backlogs and exam stress
    - (iv) Unhealthy competition etc.
  - (b) Loneliness and Homesickness, adjustment difficulties.
  - (c) Peer Pressure
  - (d) Family, Relationship conflicts
  - (e) Procrastination
  - (f) Cyber Bullying
  - (g) Behavioural Problems (anger outbursts, disobedience, lying etc.)
  - (h) Low confidence and self-tendency
  - (i) Suicidal thoughts or tendency
  - (j) Depression, anxiety and other mental health problems
  - (k) Substance abuse
  - (l) Worried about future/career
5. The following student may come for counselling:
  - (a) Undergraduates
  - (b) Post graduates
  - (c) Research Scholar

### **The Structure of Sahayyam:**

6. Many students would be reticent towards opening up to seniors about any problem they might be facing. People often open up to individual, whom they can trust to keep a secret, who cares about their welfare and is not likely to use the confided information against them. Sahayyam comprise of a multi-tier system which ensures that there is a leveled interaction between various natured students. It ensures that the students have someone they can talk to about any problem that they are facing, fearlessly.





| <b>Important Contact Numbers</b> |                         |                          |
|----------------------------------|-------------------------|--------------------------|
| Cdr (Dr) G L Sharma              | Director                | 03592-246353 (Extn. 201) |
| Prof. (Dr.) N. K. Bhattacharyya  | Associate Director (SA) | 9679888929 / 9382371372  |
| Dr. Jaya Rani Pandey             | Institute Counsellor    | 9832324253               |
| Mr. Karma Chewang Nima           | Professional Counsellor | 9334448617               |
| Ms. Shraddha Mani Gurung         | Professional Counsellor | 9064749384               |
| <b>Student Volunteers</b>        |                         |                          |
| Ms. Namrata Parbat               | President               | 9874281819               |
| Ms. Saumya Anand                 | General Secretary       | 9123427493               |
| Mr. Jay Soni                     | Conduct Member          | 9101151143               |
| Mr. Peela Sharandeep             | Gender Champion (Boys)  | 8331984953               |
| Ms. Adrija Chakrabarti           | Gender Champion (Girls) | 6291959854               |



### **The Selection Procedure:**

7. To select the volunteer students the following steps have been adopted:
  - (a) A group mail will be sent to all the students inviting applications for the role of student volunteers, who in turn will have to fill the responses to a given questionnaire. Along with the applicant's credentials, the responses will be used to shortlist around 30 students. Associate Director (SA) to monitor the same.
  - (b) The selection committee under the chairperson of Head, Centre for Faculty Development will shortlist around 05 faculty advisors.
  - (c) A "Student Support Group" formed will be trained by a professional counsellor.

### **The Remedial Practices to adopt:**

8. In order to fulfill the objectives of formation of Sahayyam, the Student Support Group, the following practices will be followed:
  - (a) HoD should prepare the list of the students who are absent for more than one week. The parents of the concerned students to be called and enquired about the reason and suitable remedial practices to be communicated. HoD to forward the details of a student to the Director/Head of Office for further action.
  - (b) Floor Warden should actively monitor the behaviour of the students with their fellow floor members and should report to the office for further action.
  - (c) Student Volunteers can report to the office of the Associate Director (Student Affairs) in person or through mail mentioning the name of students who needs counseling.
  - (d) The office of the counseling services to provide a confidential atmosphere in which the students can explore any topic or situation and discuss any concerns they may have. The students are helped to work through their problems, to develop self-awareness and to overcome problems. Counsellor will listen to the students' concerns with empathy and responds in a non-judgmental way.
  - (e) Associate Director (Student Affairs) will ensure that all counselling sessions are provided in privacy and strict confidentiality is maintained. If required, parental counseling is also provided. The process is confidential except in a condition where disclosure is necessary to protect the student or another person or to abide by the institute policy.
  - (f) Counselling and mentoring diary (Appendix-I) to be maintained for students seeking counselling and to be kept in office of Associate Director (Student Affairs) as confidential report to monitor the progress.



**Conclusion:**

9. This General Instruction is issued with an intention to help out those students who are in need of psychological support in the field of academic, personal, family and peer problems so as to enable them to enhance their ability to solve problems, make out corrective decisions and deal with all adverse situations more effectively. This will also ensure the responsibility of all stake holders at all level to diminish the relevant problems being confronted by the students commensurate to above Standing Operating Procedure.



Prof. (Dr) G L Sharma]  
Director

Place: Majitar

Dated:

19 Jul 2024

To

1. All Associate Directors
2. All HoDs/HOOs
3. Suchana (Faculty/Students)



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Copy to:

1. Hon'ble Vice Chancellor, SMU
2. Registrar, SMU