

KARUNYA INSTITUTE OF TECHNOLOGY AND SCIENCES

**STUDENT MENTORING, SUPPORT & WELL-
BEING POLICY**

KITS/SMSWP/2025/01



Student Mentoring, Support & Well-Being Policy

PREAMBLE

Karunya Institute of Technology and Sciences (KITS) upholds mentoring, student support, and well-being as core elements of its academic ethos and institutional culture. The policy is grounded in the Constitution of India, which ensures Equality, Quality Education, Promotion of Educational Interests and the Right to a Safe Environment. These principles guide the institution in safeguarding the dignity, safety and holistic development of every learner.

Students entering higher education come from diverse socio-economic backgrounds, cognitive levels, learning styles and emotional temperaments. KITS recognizes these differences and adopts inclusive, student-centred mentoring approaches to support slow and advanced learners, first-generation learners, students from rural or economically weaker backgrounds, and those experiencing academic pressure, homesickness, emotional distress or adjustment difficulties. Temperament-based mentoring further enables personalized support tailored to individual student needs.

Student support at KITS extends beyond academics. The institution integrates hostel interactions, ERP-based tracking, counselling, parental communication, scholarship facilitation and structured welfare practices to ensure continuous care. The Karunya Wellness Centre (KWC) strengthens the emotional and psychological well-being of students by offering professional counselling, resilience-building programmes, stress management support and crisis intervention. Complementing this, the Karunya Hospital provides 24x7 medical services, emergency care and preventive health support for all students, particularly hostel residents.

KITS' approach to student welfare is reinforced by strong institutional systems and compliance with national standards. The institution adheres to UGC Student Induction Programme guidelines, AICTE Mentoring and Examination Frameworks, Ministry of Education safety provisions, and statutory requirements on gender sensitization and protection (POSH Act, UGC Anti-Sexual Harassment Guidelines, UGC Safety Regulations, and SHe-Box). These frameworks ensure a safe, inclusive and supportive campus environment.

At the heart of this policy is KITS' commitment to holistic mentoring - academic, emotional, social, medical, financial, digital and spiritual. The 360-degree mentoring model integrates mentor-mentee interactions, hostel-based care, digital monitoring, peer learning, counselling and early-alert mechanisms to provide comprehensive support throughout the student journey. Rooted in the founding vision of Karunya, the institution emphasizes compassion, character building and value-based mentoring to empower and transform every learner.

ALIGNMENT WITH NATIONAL AND INTERNATIONAL FRAMEWORKS

This policy is aligned with key statutory, regulatory, accreditation and global frameworks that emphasize student welfare, inclusive education, safety and holistic development.

A. National Frameworks

Framework	Alignment with the Policy
Constitution of India – Articles 14, 21A, 46	Ensures equality, inclusive education, protection of student rights and welfare.
National Education Policy (NEP) 2020	Promotes holistic, flexible, multidisciplinary and student-centred learning with strong mentoring support.
UGC Quality Mandate (2019)	Mentoring, life skills, academic progression and student readiness.
UGC Guidelines for Student Induction Programme (SIP)	Smooth transition to higher education, mentoring, emotional support and adjustment to academic life.
UGC Redressal of Grievances of Students Regulations (2023)	Safety protocols, hostel supervision, grievance redressal and emergency care.
UGC Anti-Ragging Regulations, 2009 (and subsequent UGC circulars / amendments)	Ensures a safe, harassment-free campus through monitoring and awareness.
AICTE Examination Reforms & Student Support Guidelines	Academic integrity, student stress reduction, fairness and emotional support.
NAAC – Student Support & Progression Criteria	Mentoring, documentation, remedial coaching, counselling, grievance redressal.
NBA Graduate Attributes (OBE Framework)	Academic excellence, ethics, teamwork, communication, lifelong learning.
NIRF India Rankings Framework	Student progression, perception, support ecosystem, inclusivity.
POSH Act, 2013 & UGC Saksham Guidelines	Gender sensitization, safe campus, grievance handling and women-friendly environment.
Rights of Persons with Disabilities (RPwD) Act, 2016	Fair accommodations, support services, inclusive facilities for students with disabilities.
National Mental Health Programme (NMHP), MoHFW	Mental health promotion, emotional well-being, counselling services.

B. International Frameworks

Framework	Alignment with the Policy
United Nations Sustainable Development Goals (SDGs 3, 4, 10)	Good health & well-being, quality education, reduced inequalities.
QS Stars Rating System – Student Support & Well-Being	High-quality mentoring, counselling, wellness initiatives and support services.
Times Higher Education (THE) Impact Rankings	Inclusive student engagement, support ecosystem, well-being programmes.

ABET Student Outcomes (Relevant to HEIs)	Continuous improvement, student-centred mentoring and holistic development.
--	---

RATIONALE

Modern higher education institutions shall address the diverse academic, emotional, psychological and socio-cultural needs of their student communities. Students today demonstrate varied levels of academic preparedness, distinct cognitive abilities, multiple learning styles and differing temperamental traits. Therefore, KITS shall adopt structured, differentiated and responsive mentoring approaches to meet these diverse needs.

The institution shall:

- Support learners with diverse cognitive capacities and academic readiness
- Address emotional, psychological and mental health concerns through timely, preventive and professional interventions
- Protect students from academic stress, isolation and burnout through continuous monitoring and care
- Provide structured mentoring, counselling and evidence-based academic and behavioural interventions
- Track student progress, attendance, well-being and behavioural trends through digital systems
- Maintain transparent, continuous communication with parents and stakeholders through ERP systems

In view of rising expectations from accreditation agencies (NAAC, NBA), national ranking frameworks (NIRF) and regulatory bodies (UGC, AICTE), KITS shall implement a policy-driven, accountable and comprehensive mentoring system that ensures quality, documentation and measurable outcomes.

Additionally, contemporary campuses face increasing challenges including emotional distress, digital overload, cyberbullying and behavioural issues. To address these, KITS shall emphasise digital wellness, cyber safety and responsible online engagement. Students shall be guided in ethical technology use, safe social media behaviour and secure ERP-based communication.

The institution shall uphold principles of equity and inclusion by ensuring that students with disabilities (PWD) receive reasonable accommodations such as scribes, assistive technologies, accessible learning materials and barrier-free infrastructure, enabling full academic participation.

Furthermore, KITS shall implement a structured Academic Recovery Framework to support slow learners, students with arrears and academically at-risk learners. Through remedial coaching, arrear classes, peer-learning support and targeted faculty mentoring, the institution shall ensure that students regain confidence, strengthen foundational skills and achieve programme learning outcomes.

In this context, the establishment of a comprehensive Student Mentoring, Support & Well-being Policy is essential to uphold institutional excellence, student development and the holistic growth of every learner at KITS.

EXECUTIVE SUMMARY

This policy establishes a comprehensive, institution-wide framework that ensures holistic mentoring, academic support and student well-being at KITS. It formalizes a structured system that integrates academic, emotional, social, financial, medical and digital dimensions of student support through coordinated efforts across departments, hostels, counselling units, and administrative bodies.

The policy ensures:

- Differentiated and personalized mentoring for diverse learners, including slow learners, advanced performers and temperament-based mentoring approaches.
- Mentees Hub in KITS ERP, enabling real-time monitoring of attendance, academic progress, course registration, counselling, leave approvals and wellness indicators.
- Early Alert mechanisms for timely communication to parents regarding absence, academic challenges, behavioural concerns or emotional distress.
- Academic Recovery Support through remedial coaching after every assessment, specialized arrear coaching and peer-assisted learning.
- Financial empowerment through Earn-While-You-Learn initiatives for meritorious and economically challenged students.
- Library services with extended hours, digital access and dedicated reading spaces to support continuous learning.
- Integrated counselling via Google Meet and in-person sessions linked seamlessly with the ERP system.
- Hostel-based support, including regular mentor/SRA interactions, welfare checks and special provisions for girl students.
- Leadership engagement, with the Chancellor, Vice President and senior administrators personally meeting students in hostels to ensure welfare and address grievances.
- Comprehensive scholarship assistance covering government, private and institutional schemes.
- A multi-level monitoring hierarchy (Mentor → HoD → Director → University Administration) ensuring accountability and timely intervention.
- Psychological counselling and wellness services through the Karunya Wellness Centre (KWC), offering stress management, crisis intervention and emotional resilience training.
- 24x7 medical care through Karunya Hospital, providing emergency services, ambulance support and campus health surveillance.
- Inclusive support for Persons with Disabilities (PWD) through academic accommodations, assistive technologies and accessible infrastructure.
- Robust digital wellness and cyber safety initiatives promoting responsible technology use, online etiquette, and cyber hygiene.
- Behavioural intervention protocols and crisis management systems ensuring sensitive, confidential and prompt handling of student concerns.
- Reward and recognition mechanisms to encourage academic excellence, positive behaviour, leadership and holistic student development.
- A 360-degree mentoring ecosystem, integrating academic, emotional, personal, social, digital, career and financial support throughout the student's journey.
- Women empowerment initiatives, including Women Excellence Awards, Girl Student Leadership Awards and Meritorious Women Scholar Awards, fostering leadership and

confidence among women students in alignment with UGCs emphasis on women empowerment and gender equity.

- Full compliance with UGC, AICTE, MoE and Government of India norms, ensuring all mentoring and student welfare practices meet national regulatory standards.

PURPOSE AND SCOPE

Purpose

This policy aims to:

- Establish a structured, accountable system for mentoring, academic support and student well-being.
- Address the diverse cognitive, emotional, behavioural and socio-cultural needs of all learners.
- Provide continuous guidance and support from the time of admission until graduation.
- Foster a safe, nurturing and discrimination-free campus environment where every student can thrive.
- Strengthen institutional compliance with accreditation frameworks such as NAAC, NBA, NIRF and regulatory bodies.

The policy further ensures comprehensive well-being by integrating emotional, psychological, medical, hostel, financial and digital support services. It applies equally to all learners, including those requiring special accommodations such as Persons with Disabilities (PWD), thereby promoting equitable access and inclusive education.

Scope

This policy is aligned with major national and international standards including NEP 2020, UGC Quality Mandate, AICTE guidelines, ISO 21001:2018, and global best practices in student support. It adheres to statutory requirements outlined by:

- University Grants Commission (UGC)
- All India Council for Technical Education (AICTE)
- Ministry of Education (MoE)
- Ministry of Women & Child Development (MWCD)
- Rights of Persons with Disabilities (RPwD) Act, 2016
- National Mental Health Programme (NMHP) guidelines

The scope of the policy covers specialized provisions for:

- Women empowerment and girl student safety
- Socio-economically disadvantaged and rural learners
- Students requiring round-the-clock residential and hostel-based support
- PwD learners needing academic accommodations and accessibility support

Applicability: This policy applies to:

All students, faculty mentors, Heads of Departments, hostel administration teams (Wardens/SRAs), parents, counsellors, the Equal Opportunity Cell, Women Empowerment Cell, Karunya Wellness Centre (KWC), Karunya Hospital, and ERP administrative staff.

DOCUMENT CONTROL & REVISION HISTORY

Policy Title	Student Mentoring, Support & Well-Being Policy
Reference Number	KITS/SMSWP/2025/01
Version	1.0
Issue	02
Policy First Approved on	July 2022
Revision History	Revised on 29 th August 2025 (28 th IQAC Meeting).
Responsible Executives	Vice-Chancellor, Registrar, Deans, HoDs and Mentors
Responsible Office	Office of the Registrar
Policy Review Frequency	Policy shall be reviewed every three years, or earlier if required by UGC, AICTE or other regulatory authorities.

The policy is described in the following articles

ARTICLE 1

STATEMENT OF POLICY

KITS is committed to implementing a robust and comprehensive mentoring system that ensures every student receives meaningful, continuous and personalized support. The institution upholds a mentoring ethos grounded in inclusivity, empathy and academic excellence.

KITS adopts a mentoring approach that:

- Promotes inclusivity, ensuring no student is disadvantaged due to cognitive ability, temperament, socio-economic background, disability, gender or personal challenges.
- Offers individualized guidance and support, acknowledging the diverse learning styles, emotional needs and temperamental profiles of students.
- Provides holistic well-being services through integrated academic mentoring, psychological counselling, hostel care, medical assistance and financial support mechanisms.
- Ensures transparency, accountability and timely intervention through ERP-enabled digital monitoring tools that track attendance, academic performance, counselling records and student welfare indicators.
- Upholds constitutional values of dignity, equality, safety and empowerment, ensuring that student welfare remains central to institutional functioning.

This policy encompasses all dimensions of student well-being - emotional, psychological, academic, hostel-based, medical, financial and digital. It applies equally to all learners, including those requiring special accommodations such as Persons with Disabilities (PWD), and aligns with key national and international frameworks including NEP 2020, UGC Quality Mandate, AICTE guidelines and ISO 21001 standards. Through this policy, KITS reaffirms its commitment to creating a safe, inclusive and empowering environment that supports the holistic development of every student.

ARTICLE 2

POLICY OBJECTIVES

This policy aims to establish a comprehensive, student-centred mentoring and support ecosystem at KITS. The key objectives are to:

1. Academic Support & Differentiated Mentoring

- Provide differentiated mentoring tailored to students' cognitive abilities, learning styles, behavioural characteristics and temperament profiles.
- Offer timely academic interventions including remedial classes, arrear coaching, peer learning support and enhanced library access.
- Implement an Academic Recovery Framework for slow learners, at-risk students and those with arrears.

2. Emotional, Psychological & Social Well-being

- Ensure access to emotional and mental health support through professional counselling and wellness services.
- Conduct regular hostel visits, personal interactions and welfare checks to promote student well-being.
- Provide structured behavioural guidance and crisis intervention through counsellors and the Karunya Wellness Centre (KWC).

3. Digital Monitoring & Parent Communication

- Leverage ERP-based monitoring for attendance, academic performance, counselling documentation and wellness indicators.
- Enable real-time communication with parents for academic updates, attendance alerts and behavioural notifications.
- Strengthen cyber wellness and digital safety initiatives to promote responsible online behaviour.

4. Safety, Inclusion & Equity

- Create a safe, inclusive and non-discriminatory environment for all students.
- Provide special accommodations, assistive technologies and academic support for Persons with Disabilities (PWD).
- Ensure adherence to national student safety norms including anti-ragging, gender-sensitivity and emergency response guidelines.

5. Financial, Medical & Residential Support

- Assist students in accessing government, private and institutional scholarships and financial aid.
- Offer comprehensive medical, psychological and wellness services through Karunya Hospital and KWC.

- Strengthen hostel-based support through SRA supervision, welfare audits, leadership interactions and 24x7 assistance.

6. Holistic Development & Value Formation

- Promote academic, behavioural, ethical and spiritual growth through value-based mentoring and character development.
- Establish reward and recognition systems to encourage academic excellence, leadership, discipline and positive conduct.
- Promote women empowerment through leadership mentoring, Women Excellence Awards and compliance with POSH and UGC guidelines.

7. Governance, Compliance & Continuous Improvement

- Implement a 360-degree mentoring model integrating academic, emotional, medical, residential, financial and digital dimensions.
- Ensure full compliance with UGC, AICTE, Ministry of Education and Government of India regulations on student welfare.
- Strengthen documentation, transparency and institutional accountability through periodic audits and reviews.

ARTICLE 3

POLICY PRINCIPLES

The Student Mentoring, Support & Well-Being Policy at KITS is governed by the following core principles:

3.1 Inclusivity

Every student shall be treated with dignity and fairness. No learner shall face disadvantage based on cognitive ability, socio-economic background, gender, temperament, cultural identity or personal circumstances.

3.2 Differentiated Mentoring

Mentoring approaches shall be tailored to meet the diverse needs of:

- Slow learners
- Fast or advanced learners
- Students with varying temperaments (sanguine, melancholic, choleric, phlegmatic)
- First-generation learners
- Emotionally sensitive or behaviourally vulnerable students

This ensures personalized guidance and equitable academic progression.

3.3 Early Intervention

The institution shall employ proactive measures including real-time ERP alerts, continuous monitoring and timely action plans to identify and support at-risk students before challenges escalate.

3.4 Holistic Care

Mentoring shall address the academic, emotional, social, physical and spiritual dimensions of student development, ensuring comprehensive personal growth.

3.5 Digital Support

The Mentees Hub (ERP Portal) serves as the central platform for tracking attendance, academic performance, counselling records, wellness indicators and parent communication.

3.6 Transparency & Parent Partnership

KITS promotes transparent communication with parents through regular updates on attendance, academic performance, counselling interventions and behavioural concerns, fostering a collaborative support system.

3.7 Safety & Hostel Support

Student safety particularly that of girl students is prioritised through 24x7 wardenship, secure hostel facilities, welfare monitoring and regular visits by mentors, SRAs and university officials.

3.8 Health & Wellness Support

Students shall have access to continuous psychological, emotional and medical assistance through the Karunya Wellness Centre (KWC) and Karunya Hospital, ensuring physical and mental well-being.

3.9 Disability Inclusion

Learners with disabilities shall receive equitable academic, infrastructural and assessment-related accommodations, facilitated through the Equal Opportunity Cell, to ensure full participation and inclusivity.

3.10 Cyber Wellness & Digital Safety

Students shall be educated on safe digital practices, cyber hygiene, responsible social media use and secure ERP engagement to promote a healthy and protected digital environment.

3.11 360-Degree Mentoring

360-degree mentoring integrates academic guidance, emotional support, medical care, behavioural development, career readiness and residential support.

3.12 Gender Sensitivity & Women Empowerment

KITS is committed to fostering a safe, respectful and empowering environment for women through awareness programmes, leadership mentoring, Women Excellence Awards and strict adherence to POSH, UGC Saksham and other gender-safety guidelines.

ARTICLE 4

ROLES & RESPONSIBILITIES

4.1 Mentor

Mentors play a pivotal role in guiding, monitoring and supporting mentees throughout their academic journey. Their responsibilities include:

- Monitoring attendance, academic performance and temperament-based needs.
- Providing counselling through Google Meet via the ERP platform.
- Visiting hostels and engaging with mentees to understand their welfare.
- Communicating concerns and progress updates to parents as needed.
- Tracking course registration, arrears and reappearance status.
- Recommending scholarships and Earn-While-You-Learn opportunities to eligible students.
- Identifying students requiring psychological support and referring them promptly to the Karunya Wellness Centre (KWC).
- Assisting PwD learners by coordinating accommodations with the Equal Opportunity Cell.
- Guiding students on cyber wellness, digital hygiene and responsible online behaviour.

4.2 Head of Department (HoD)/Deans

HoDs ensure that the mentoring framework functions efficiently within each department. Their responsibilities include:

- Supervising and evaluating mentor performance.
- Ensuring complete and systematic documentation for NAAC, NBA and audit requirements.
- Addressing escalated academic, behavioural or welfare-related cases.
- Ensuring the timely conduct of remedial and arrear coaching sessions.

4.3 SRAs / Wardens

Senior Resident Advisors and Wardens ensure the daily welfare and safety of residential students. They are responsible for:

- Providing daily support and supervision in hostels.
- Ensuring the safety and well-being of all residents, with special focus on girl students.
- Communicating hostel-related issues to mentors promptly.
- Monitoring hostel hygiene, food quality and daily living conditions.
- Coordinating medical emergencies and facilitating immediate transport to Karunya Hospital.

4.4 Counsellors

Counsellors play a crucial role in safeguarding students' emotional and psychological health. Their responsibilities include:

- Providing professional counselling, emotional support and documentation.

- Delivering crisis intervention, trauma counselling support.
- Updating ERP records after each counselling session to ensure continuity of care.
- Periodically reviewing health, wellness and safety initiatives in collaboration with KWC and hospital administration.

4.5 University Leaders

Senior university leadership actively contributes to student well-being.

- The University Leaders interact personally with students in hostels to ensure welfare, address grievances and foster a supportive environment.

4.6 Women Empowerment Cell (WEC)

The WEC ensures a safe and empowering environment for female students. Its responsibilities include:

- Conducting gender sensitization programmes, leadership training and empowerment workshops.
- Organizing Women Excellence Awards and recognition initiatives.
- Supporting girl students facing academic, personal or emotional challenges.
- Ensuring compliance with POSH Act 2013, UGC Saksham Guidelines and Government of India women-safety norms.

4.7 Equal Opportunity Cell (EOC)

The EOC ensures inclusivity and accessibility for all learners.

- Overseeing academic and infrastructural accommodations for PwD students.
- Conducting accessibility audits, resource support and follow-up interventions.

4.8 Internal Complaints Committee (ICC)

The ICC plays a statutory role in ensuring gender safety.

- Handling sexual harassment grievances in accordance with the POSH Act, 2013.
- Recommending gender-sensitive solutions and ensuring timely corrective actions.

4.9 Anti-Ragging Committee & Squad

To ensure a safe learning environment, the committee shall:

- Monitor student safety in all academic, hostel and common spaces.
- Conduct surprise inspections, anti-ragging drives and awareness programs in compliance with UGC Anti-Ragging Regulations.

4.10 Mentor Training & Professional Development

- All mentors shall undergo periodic training through FDPs, workshops, orientation sessions and capacity-building programmes conducted by IQAC, KWC, Training Division and the Office of Deans to strengthen mentoring competencies and ensure consistent, evidence-based support delivery.

ARTICLE 5

MONITORING & EVALUATION

The implementation and effectiveness of the Student Mentoring, Support & Well-Being Policy shall be monitored through a multi-layered, data-driven evaluation process. The following mechanisms ensure transparency, accountability and continuous improvement:

1. Digital Monitoring through ERP

- ERP dashboards shall track key indicators such as attendance, academic performance, arrears, counselling sessions, course registration status and behavioural alerts.
- The ERP system shall employ predictive analytics to identify at-risk students based on patterns in attendance, marks, hostel activity, counselling frequency and behavioural trends.

2. Mentor-Level Monitoring

- Mentors shall submit fortnightly reports summarizing mentee progress, challenges, interventions and referrals made to KWC or HoDs.
- Mentoring documentation shall be uploaded systematically to the ERP for audit readiness.

3. Department-Level Monitoring

- Heads of Departments shall conduct monthly reviews of mentoring activities, academic recovery interventions, remedial classes and counselling referrals.
- HoDs shall ensure that all records are complete, accurate and compliant with NAAC/NBA audit requirements.

4. Hostel-Level Monitoring

- SRAAs and Wardens shall submit monthly hostel well-being reports covering hygiene, food quality, discipline, emotional welfare and safety observations.
- Hostel-based concerns shall be integrated into the ERP for unified monitoring.

5. Wellness & Medical Monitoring

- The Karunya Wellness Centre (KWC) shall provide anonymized quarterly wellness trend reports to IQAC, highlighting patterns in stress, mental health concerns and counselling needs.
- Karunya Hospital shall share emergency and medical trend insights to support health and safety measures.

6. Institutional Review

- 360-degree mentoring reports—covering academic, emotional, hostel, medical, behavioural and digital dimensions—shall be reviewed quarterly by IQAC and the Registrar's Office.
- Policy implementation shall be assessed during internal audits to ensure compliance with UGC, AICTE, Ministry of Education and Government of India guidelines.

7. Compliance & Corrective Mechanisms

- Gaps identified through audits or reviews shall be addressed through corrective action plans monitored by the Registrar's Office and IQAC.
- Recommendations arising from data insights shall inform continuous improvement strategies and future policy refinements.

ARTICLE 6

APPEALS PROCESS

KITS ensures a fair, transparent and student-friendly appeals mechanism to address academic, personal, wellness and grievance-related concerns. All appeals shall be handled with confidentiality, empathy and non-retaliation.

1. Levels of Appeal

Students may submit appeals or concerns to the following authorities in a hierarchical manner:

- Mentor
- Head of the Department (HoD)
- Deputy Registrar (Student Affairs)
- Registrar (for escalated or unresolved matters)

2. Submission of Appeals

- Appeals to the Registrar shall be submitted within 10 working days from the date of the issue or incident.
- Appeals may pertain to academic concerns, attendance issues, mentoring gaps, miscommunication, or delays in support services.

3. Resolution Timeline

- The Registrar's Office shall ensure that a formal resolution is provided within 15 working days of receiving the appeal.
- In cases requiring extended review (e.g., medical or counselling-related matters), the student shall be informed of the revised timeline.

4. Confidentiality & Protection

- All appeals, especially those related to personal, psychological, or sensitive matters, shall be handled with strict confidentiality.
- KITS guarantees non-retaliation, ensuring that no student faces disadvantage or bias for filing an appeal.

5. Appeals Related to Special Needs & Well-Being

- Students seeking PwD accommodations, exam support, scribes, or accessibility modifications may appeal through the HoD or Registrar, who shall coordinate with the Equal Opportunity Cell (EOC).
- Appeals concerning counselling support, mental-health care or wellness concerns shall be addressed with heightened sensitivity and may involve the Karunya Wellness Centre (KWC).

6. Institutional Grievance Redressal Mechanism

- Students may also file grievances with the Institutional Grievance Redressal Committee (IGRC), constituted in accordance with UGC Regulations, 2023.
- These grievances shall be processed within the mandated timelines specified by the UGC.
- Appeals related to harassment or safety may also be directed to the Internal Complaints Committee (ICC) or the Anti-Ragging Committee, depending on the nature of the issue.

ARTICLE 7

VIOLATIONS

Any action or omission that compromises student welfare, safety, academic integrity, or the effective implementation of the mentoring system shall be treated as a policy violation. The following acts constitute violations under this policy:

1. Mentoring and Academic Support Violations

- Neglecting assigned mentoring duties or failing to provide required support to mentees.
- Non-reporting or delayed reporting of student academic, behavioural or emotional concerns.
- Failure to conduct mandated remedial or arrear coaching classes.
- Non-compliance with the prescribed 360-degree mentoring protocols and documentation requirements.

2. Data and Confidentiality Violations

- Misuse, unauthorized access, or manipulation of ERP data.
- Breach of confidentiality concerning students' medical, counselling or personal information.

3. Welfare and Safety Violations

- Unsafe or irresponsible behaviour within academic or residential spaces, especially hostels.
- Failure to refer distressed including students exhibiting Early Alert indicators, vulnerable, or high-risk students to the Karunya Wellness Centre (KWC).
- Ignoring legitimate requests for support or accommodations for Persons with Disabilities (PWD).
- Failure to comply with Government of India student safety norms, including:
 - ✓ UGC Safety Regulations
 - ✓ POSH Act, 2013
 - ✓ PWD accommodations and inclusivity guidelines

4. Digital Conduct Violations

- Cyberbullying, online harassment, or misuse of digital platforms including ERP, social media or communication tools.
- Violations of digital wellness and cyber safety protocols laid down by the institution.

5. Ethical and Regulatory Violations

- Wilful disregard for institutional policies, statutory regulations, or responsibilities that directly or indirectly affect student welfare.
- Obstruction of grievance redressal processes or failure to cooperate with ICC, Anti-Ragging Committee, IGRC or any statutory body.

Consequences of Violations

Appropriate disciplinary action shall be initiated in accordance with University norms, service rules and relevant statutory guidelines. Actions may include written warnings, formal memos, withdrawal of responsibilities, suspension of mentoring duties, or higher-level disciplinary measures depending on the severity of the violation.

ARTICLE 8

POLICY REVIEW AND CONTINUOUS IMPROVEMENT

KITS is committed to maintaining a dynamic, responsive, and future-ready mentoring and student support ecosystem. To ensure continued relevance, compliance and effectiveness, this policy shall undergo systematic review and refinement as follows:

8.1. Scheduled Reviews

- The policy shall be formally reviewed once every three years by the Office of the Registrar in consultation with IQAC, academic leaders, and statutory committees.
- Interim revisions may be undertaken earlier if required by UGC, AICTE, MoE, NAAC, NBA or other regulatory authorities.

8.2. Evidence-Based Revision Inputs

Policy updates shall be informed by a comprehensive set of evidence sources, including:

- Institutional Feedback & Performance
 - Student feedback collected through ERP, surveys, mentoring reports and grievance platforms.
 - Mentor, HoD and SRA recommendations arising from operational challenges and best practices.
 - Academic performance data, attendance trends and outcomes of the Academic Recovery Framework.
- Regulatory and Accreditation Requirements
 - Recommendations from accreditation bodies (NAAC, NBA, NIRF).
 - Amendments to national regulations (UGC, AICTE, NEP, MoE guidelines).
 - Updates from statutory acts such as POSH Act, PwD Act, Anti-Ragging Regulations etc.
- Digital System Enhancements
 - Upgrades to ERP/Mentees Hub for data analytics, early warning systems and digital counselling.
 - Reports from Digital Wellness & Safety (DWS) initiatives and cyber-security audits.

- Well-being and Safety Insights
 - Annual reports from the Karunya Wellness Centre (KWC) on psychological trends and student mental health needs.
 - Health-related updates from Karunya Hospital on wellness patterns, emergencies and preventive care.
 - PwD accessibility audits conducted by the Equal Opportunity Cell (EOC).
 - Hostel review reports from SRAs, Wardens, JCW and CW.

8.3. Continuous Improvement Commitment

- The institution shall incorporate emerging best practices, new mentoring models, digital innovations, and wellness frameworks to improve student support.
- Recommendations from internal committees (IQAC, ICC, IGRC, Anti-Ragging Committee, WEC) shall be integrated to strengthen safety, inclusiveness and regulatory compliance.
- The revised policy shall be shared with stakeholders and uploaded on the institutional portal for transparency and effective implementation.

References

1. Constitution of India (CoI) [\[https://www.indiacode.nic.in/bitstream/123456789/16124/1/the constitution of india.pdf\]](https://www.indiacode.nic.in/bitstream/123456789/16124/1/the%20constitution%20of%20india.pdf)
2. UGC Quality Mandate (2019)
3. University Grants Commission, New Delhi
4. AICTE Approval Process Handbook
5. AICTE Examination Reforms Policy
6. NAAC Manual – University Manual
7. NBA Accreditation Manual & Graduate Attributes (Outcome-Based Education Framework)
8. NIRF India Rankings Framework
9. Ministry of Education, Government of India
10. UN Sustainable Development Goals (SDGs 3, 4, 5, 10)
11. ISO 21001:2018 – Educational Organizations Management Systems
12. ISO 9001:2015 – Quality Management Systems
13. WHO Mental Health Action Plan 2013–2030
14. QS Stars Rating System – Student Support and Well-being Standards Quacquarelli Symonds (QS)
15. Times Higher Education (THE) Impact Rankings – Methodology and Standards , Times Higher Education
16. Karunya Institute of Technology and Sciences – Institutional Policies & Student Handbook, KITS Internal Documents

Definitions

To ensure clarity and consistency, the following definitions apply throughout this policy:

1. Mentor: A faculty member assigned to support, guide and monitor a group of students (mentees) academically, personally and socially throughout their programme duration.

2. **Mentee:** A student assigned to a mentor for academic and personal development support under the institutional mentoring framework.

3. **Mentees Hub (ERP Portal):** A digital platform embedded within the KITS ERP that captures:

- student attendance
- academic progress
- arrears and course registrations
- counselling sessions
- leave approval
- parental communication
- wellness indicators

4. **Slow Learner:** A student who requires additional time, instructional scaffolding and remedial interventions to meet learning objectives.

5. **Advanced / Fast Learner:** A student who consistently achieves higher academic performance and requires enrichment activities, research exposure, or accelerated learning tasks.

6. **Temperament-Based Learners:** Refers to the four classical temperament groups used to tailor mentoring approaches:

- Sanguine (social, energetic)
- Melancholic (detail-oriented, sensitive)
- Choleric (leader, decisive)
- Phlegmatic (calm, reserved)

7. **Remedial Coaching:** Targeted sessions conducted after each internal assessment to support students who scored below the benchmark.

8. **Arrear Coaching:** Specialized academic support provided to students with previous semester arrear subjects.

9. **Earn-While-You-Learn:** A structured program allowing financially disadvantaged or meritorious students to work on campus for a stipend while continuing their studies.

10. **Counselling:** Professional academic, psychological or emotional support provided through qualified counsellors either in person or via Google Meet integrated through the ERP.

11. **SRA (Senior Resident Advisor):** A faculty-in-residence responsible for student discipline, hostel hygiene, emotional well-being and daily support within the hostels.

12. **Out-of-Rolls:** Students temporarily removed from class attendance or campus presence due to prolonged absenteeism or disciplinary issues.

13. **Progress Report:** A documented academic performance summary generated through ERP after each internal or mid-semester exam, communicated to parents.

14. **Parental Dashboard:** ERP-enabled real-time view of their ward's attendance, marks, leaves, progress reports and counselling notes.

15. **Early Alert System:** Automated ERP-based alerts triggered when students display:

- low attendance
- poor academic performance
- emotional distress indicators
- irregular hostel presence

16. Harassment / Misconduct: Any behaviour violating campus safety, discipline, or ethical guidelines.

ANNEXURE A – Services Available to Mentees

- Remedial Coaching after every internal test
- Arrear Coaching Classes
- Earn-While-You-Learn Work Opportunities
- Library support, extended hours, remote access
- Personal Counselling (in-person & Google Meet)
- Hostel welfare checks
- Scholarship support
- Career counselling & placement training
- Karunya Wellness Centre - KWC psychological counselling and resilience training
- Karunya Hospital emergency and outpatient services
- PwD learning accommodations
- Cyber wellness awareness programmes
- Food safety, nutrition and fitness initiatives
- 360-degree mentoring and documentation of academic, hostel, emotional, medical and digital support activities.
- Women Excellence Awards, recognition programmes and women leadership workshops.
- Government scholarship awareness and eligibility support.
- Career Mapping
- Higher Studies support
- Industry Mentoring / Alumni mentoring

ANNEXURE B – Cognitive & Temperament-Based Mentoring Framework

- Slow learners: scaffolding, paced learning
- Advanced learners: research mentoring, additional credits
- Sanguine: engagement-based mentoring
- Melancholic: structured care, emotional stability support
- Choleric: leadership-oriented mentoring
- Phlegmatic: confidence-building
- Diagnostic tests for slow learners to create Individual Academic Recovery Plans
- Behavioural and emotional mentoring strategies integrated with temperament profiles

ANNEXURE C – ERP Mentees Hub Services

- Attendance tracking
- Course registration monitoring
- Leave approval

- Exam schedule & stress support
- Counselling appointments
- Parental dashboard
- Early Alert System for academic, emotional or attendance risk
- Dashboard showing risk indicators and wellness flags
- Integrated counselling documentation and referrals

ANNEXURE D – Hostel Support Matrix

- Daily SRA supervision
- Weekly mentor interactions
- Monthly HOD/Director review
- Hygiene and food-quality audits
- Fitness and wellness programmes
- Health emergency SOP with the hospital
- Personal interaction sessions by Chancellor & Vice President

ANNEXURE E – 360-DEGREE MENTORING FRAMEWORK

360° mentoring includes six integrated dimensions:

1. Academic Mentoring

- Performance tracking, remedial & arrear coaching
- Learning style assessment
- Goal setting & academic recovery plans

2. Emotional & Psychological Support

- KWC counselling
- Stress & anxiety management sessions
- Crisis intervention

3. Hostel & Residential Mentoring

- SRA monitoring
- Night-time safety checks
- Hostel welfare documentation

4. Medical & Physical Wellness

- 24x7 Karunya Hospital support
- Health camps & preventive care
- Fitness & nutrition programs

5. Digital Wellness & Cyber Safety

- ERP-based alerts
- Digital behaviour monitoring
- Safe online practices

6. Career, Leadership & Financial Support

- Earn-While-You-Learn
- Women Leadership & Excellence Awards
- Internships, placements and higher education guidance

ANNEXURE F – Student Safety & Protection Protocols

KITS ensures a secure and discrimination-free learning environment.

Safety Protocols

- Zero tolerance for ragging, harassment, bullying or discrimination
- Surprise inspections in classrooms, hostels and common areas
- 24x7 security and surveillance in residential blocks

Gender Safety

- POSH-compliant mechanisms
- Internal Complaints Committee (ICC)
- Women helpline and emergency support
- Gender-sensitization programmes

Health & Emergency Response

- Ambulance & medical emergency SOP
- Health audits and vaccination drives
- Disaster management and emergency drills

Student Protection Committees

- Anti-Ragging Committee & Squad
- Student Safety Committee
- Hostel Discipline Committee

ANNEXURE G – SOPs for Crisis Management & Emergency Response Protocols

This annexure details Standard Operating Procedures (SOPs) that must be followed by mentors, SRAs/Wardens, Counselors, HoDs, Karunya Wellness Centre (KWC), Security, and the Registrar's Office during psychological, behavioural, medical and hostel-related crises.

1. SOP: Risk Response

1.1 Identification

- Observe signs: verbal threats, self-harm attempts, isolation, alarming behaviour or messages.
- Student should never be left alone once risk is identified.

1.2 Immediate Actions

- Stay with the student in a safe, private space.
- Inform immediately:
 - ✓ SRA/Warden

- ✓ KWC Counsellor
- ✓ HoD
- Call Karunya Hospital emergency ambulance if:
 - ✓ the student has attempted self-harm,
 - ✓ expresses clear intent or plan,
 - ✓ shows uncontrollable distress.
- Restrict access to harmful objects.
- Ensure peer crowd control.

1.3 Escalation

- Registrar and Chief Warden must be informed within 15 minutes.
- Parents notified immediately by HoD/Registrar.

1.4 Follow-Up

- Counselling session within 12–24 hours.
- Safety plan created by KWC.
- Daily monitoring by mentor for 1–2 weeks.
- Entry under confidential access.

2. SOP: Trauma / Critical Incident Response

Applicable scenarios

- Accidents, assault, severe injury, bereavement, shocking or distressing event.

2.1 Immediate Actions

- Move student to a safe, quiet area.
- Contact KWC and Karunya Hospital if physical injury is involved.
- Provide Psychological First Aid (PFA):
 - ✓ calm the student,
 - ✓ ensure hydration,
 - ✓ reassure safety.
- Inform SRA/Warden + HoD.

2.2 Stabilization

- KWC counsellor meets student within 24 hours.
- Mentor monitors for emotional after-effects for 2 weeks.

2.3 Documentation

- SRA/Warden submits incident report - within 2 hours.
- KWC documents trauma notes in confidential section.

3. SOP: Hostel Emergency Response

3.1 Immediate Steps by SRA/Warden

- Reach incident location within 5 minutes of report.
- Assess situation and ensure safety.

- Contact:
 - ✓ Karunya Hospital (if medical emergency)
 - ✓ Security Office (if threat/safety issue)
- Remove other students from the area if needed.
- Provide basic first aid only if trained.

3.2 Special Situations

- Missing Student SOP
 - ✓ Search room & nearby areas → call student → ask roommates.
 - ✓ Inform Security Office → campus-wide search.
 - ✓ If not located in 2 hours → inform HoD + Registrar + Parents.
- Fire or Hazard SOP
 - ✓ Activate alarm.
 - ✓ Evacuate to assembly area.
 - ✓ Inform Security + Maintenance.
 - ✓ Submit incident report.

3.3 Documentation

- Hostel emergency report - within 2 hours.

4. SOP: Medical Emergency Management

4.1 Immediate Steps

- Check responsiveness.
- Call ambulance (Karunya Hospital) immediately.
- Ensure proper ventilation and physical safety.
- Report to SRA/Warden + HoD immediately.
- Parents must be informed within 30 minutes.

4.2 Hospital Coordination

- SRA accompanies student until guardian/mentor arrives.
- Hospital updates relayed to HoD and Registrar.

4.3 Documentation

- Medical emergency entry by SRA within 24 hours.

5. SOP: Behavioural Meltdown / Emotional Outburst

5.1 Identification

- Intense emotional reaction such as shouting, crying, agitation, panic attack, or inability to respond.

5.2 Immediate Actions

- Do not confront or argue with student.
- Move crowd away to reduce pressure.
- Maintain calm tone and safe distance.

- Escort student to a quiet space with another staff present.
- Notify:
 - ✓ KWC counsellor
 - ✓ SRA/Warden
 - ✓ Mentor/HoD

5.3 Intervention

- KWC counsellor attends within 30–60 minutes if available.
- Provide emotional grounding support (breathing, calming).

5.4 Follow-Up

- Counselling session next day.
- Behavioural assessment.
- Action plan for stress triggers documented.

6. SOP: Threat Assessment & Management

6.1 Identification

- Threats may include:
 - ✓ verbal/written threats to harm,
 - ✓ weapon possession,
 - ✓ severe bullying,
 - ✓ harassment,
 - ✓ online threats,
 - ✓ dangerous behaviour.

6.2 Immediate Actions

- Do NOT ignore any threat.
- Inform immediately:
 - ✓ Security
 - ✓ Registrar
 - ✓ HoD
 - ✓ KWC (for mental health evaluation)
- Remove student from environment if risk is high.
- Secure any dangerous object safely.

6.3 Threat Level Procedures

- Low-Level Threat
 - ✓ Counselling referral.
 - ✓ 2-week monitoring by mentor.
- Moderate Threat
 - ✓ HoD + Registrar conduct a meeting within 24 hours.
 - ✓ Safety plan implemented (restricted facility access, hostel monitoring).
- High-Level Threat
 - ✓ Security intervention immediately.
 - ✓ Emergency meeting: Registrar + Security + HoD + KWC.

- ✓ Parent called to campus.
- ✓ Possible psychiatric evaluation at Karunya Hospital.

6.4 Documentation

- Threat report uploaded by Registrar's Office under restricted access.

7. SOP: Crisis Communication

7.1 Internal Communication Chain

- Mentor/SRA/Warden → HoD → KWC → Registrar → Vice Chancellor

7.2 Parent Communication

- Immediate for risk, injury, meltdown, threat.
- Within 24 hours for moderate issues.

7.3 Confidentiality

- Only directly involved staff informed.
- Strict need-to-know basis.
- No peer disclosure.

8. SOP: Post-Crisis Review & Preventive Measures

8.1 Crisis Review Meeting

- Must occur within 48 hours for major incidents.
- Members: Registrar, HoD, KWC, SRA, Security.

8.2 Review Process

- Identify gaps in response.
- Evaluate hostel safety conditions.
- Review ERP flagging accuracy.
- Prepare corrective action plan.

8.3 Preventive Measures

- KWC wellness workshops.
- Early Alert System improvements.
- Peer-support volunteers trained annually.
- Cyber-safety monitoring.

ANNEXURE H – Responsibility Matrix (RACI Chart)

- R – Responsible: Performs the task
- A – Accountable: Final authority / owns the process
- C – Consulted: Provides inputs
- I – Informed: Updated after action

1. Academic Mentoring & Support

Task	Mentor	HoD	Dean	Registrar	KWC	SRA	Parent
Mentoring sessions	R	A	I	I	C	I	I
Attendance monitoring	R	A	I	I	—	—	I
Remedial/arrear classes	R	A	I	I	—	—	I
Academic Recovery Framework	R	A	C	I	—	—	I

2. Emotional & Psychological Support

Task	Mentor	HoD/ Deputy Registrar (Student Affairs)	Registrar	KWC	SRA	Parent
Counselling referral	R	C	I	A/R	I	I
Crisis response (trauma)	R	C	A	R	R	I
Behavioural intervention	R	A	I	C	R	I
Post-crisis monitoring	R	I	I	C	C	I

3. Hostel & Residential Welfare

Task	SRA	Warden/CW	Mentor	HoD	Registrar	Hospital
Daily welfare checks	R	A	I	I	I	—
Hostel incident reporting	R	A	I	I	C	C
Medical emergencies	R	C	I	I	C	A/R
Safety & hygiene audits	R	A	R	I	I	C

4. Digital Monitoring & ERP

Task	Mentor	ERP Admin	HoD	Registrar	IQAC
ERP updates (mentoring/counselling)	R	C	A	I	I
Early Alert System	R	A	C	I	C
ERP risk dashboard review	R	C	A	I	C

5. Safety, Inclusion & Protection

Task	ICC	Anti-Ragging Committee	WEC	EOC	Registrar	HoD	Mentor
POSH cases	R/A	I	C	I	I	I	I
Ragging cases	I	R/A	I	I	C	C	I
PwD accommodations	I	I	I	R/A	C	C	R
Gender sensitization	C	I	R/A	I	I	I	I

6. Governance & Review

Task	Registrar	IQAC	HoD	Dean	VC
Policy review & updates	A	C	C	C	I
Quarterly 360° mentoring review	A	R	C	C	I
Compliance audit reporting	A	R	C	C	I

ANNEXURE I – ACRONYMS AND ABBREVIATIONS

Acronym	Full Form
ERP	Enterprise Resource Planning
OAS	Office Automation System
UGC	University Grants Commission
AICTE	All India Council for Technical Education
NEP	National Education Policy
NAAC	National Assessment and Accreditation Council
NBA	National Board of Accreditation
NIRF	National Institutional Ranking Framework
HoD	Head of the Department
SRA	Senior Resident Advisor
CW	Chief Warden
JCW	Joint Chief Warden
ML	Medical Leave
PL	Personal Leave
OD	On-Duty Leave
PTM	Parent-Teacher Meeting
SDG	Sustainable Development Goals
FDP	Faculty Development Program
PTP	Personal Tutoring Program
LMS	Learning Management System
MoE	Ministry of Education
WHO	World Health Organization
OBE	Outcome-Based Education
IQAC	Internal Quality Assurance Cell
KWC	Karunya Wellness Centre
PwD	Persons with Disabilities
EOC	Equal Opportunity Cell
DWS	Digital Wellness & Safety

Prepared by

Director (QAA)

Karunya Institute of Technology and Sciences

Approved by

Vice Chancellor

Karunya Institute of Technology and Sciences