



St. Lawrence College of Higher Education
(AN ISO: 9001:2008 certified "A" Rated B.Ed. College for Girls Only)
App. by N.C.T.E., Dir. of Hr. Education & Affiliated to GGSIP University, Delhi
Geeta Colony Facility Centre, Delhi-110 031
Ph: 9310042100, 7827616100, 011-32542100, 011-32003207
Website: www.stlawrence.in Email: helpdesk@stlawrence.in

RECONSTITUTION OF SGRC COMMITTEE

B.Ed Session 2024-26 (Semester II)

<u>Sr. No.</u>	<u>Name</u>	<u>Designation</u>	<u>Contact No.</u>	<u>Email Id</u>
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11.	Latika	Student Representative	7289865449	helpdesk@stlawrence.in

Prof. (Dr.) Vijayshri Bhati
Principal
St. Lawrence College of Higher Education

St. Lawrence College Of Higher Education
Geeta Colony Facility Centre, Delhi

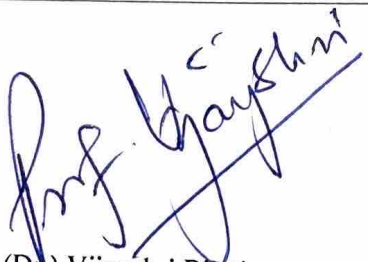


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GRIEVANCES/ ISSUES (B.Ed Session 2024-26)

Sr. No.	Issues	Action taken report
1.	<p><u>Admission related issue:</u></p> <p>Ayesha Khan, a B.Ed student of Session 2023-25 (Enrolment No. 0299902123), after completing her first semester in B.Ed, her admission was cancelled as she had applied for cancellation because she got married in Dubai. Therefore, she wanted to leave B.Ed course after completing her first semester. But after her unfortunate divorce within few months of marriage, she came back to Delhi and being brave enough to fight the sudden tragedy of divorce she gathered her strength and consulted the concerned higher authorities regarding her re-admission in B.Ed (at University and College level). Her plea was listened to by HOD ma'am carefully and a positive decision was taken finally to re-admit her in B.Ed as per GGSIPU rules and regulations. At present, Ayesha is pursuing B.Ed whole-heartedly and happily.</p>	<p>Ayesha was re-admitted in the B.Ed course as per GGSIPU rules and regulations.</p>
2.	<p><u>Academic Issue:</u></p> <p>Vanshika Jain, a ex-student of B.Ed course had mailed a request to college seeking a recommendation letter from the college as she required it for her further overseas higher studies.</p>	<p>A letter of recommendation was mailed by the college as desired by Vanshika Jain.</p>

3.	<p><u>Administrative Issue:</u></p> <p>Farah Naaz, Enrolment No. 05699902122 of B.Ed session 2022-24 needed a correction in the Hindi version of her degree certificate which was duly done by the college authorities.</p>	<p>As the corrected version was swiftly mailed to the concerned branch of GGSIPU, the matter was resolved to her satisfaction.</p>
4.	<p><u>Examination related issue:</u></p> <p>Bhanvi Chandra Verma, a B.Ed student of session 2023-25 had lost her admit card after her first exam somewhere at the examination centre. She came to the college as she was highly upset and stressed out so she shared her loss on the mail. Consequently, she was called and after writing an application she was re-issued her admit card in duplicate by the college authorities. Satisfied, she went back and gave her rest of the exams without any undue tension.</p>	<p>She was re-issued her admit card in duplicate by the college authorities.</p>
5.	<p><u>Financial issue:</u></p> <p>A request for alternate cheque collection arrangement was made by Lakshita Sondhi (Enrolment No. 14199902121) of B.Ed session 2021-23 regarding issuance of security refund on 21st May 2025.</p>	<p>As she was not able to come herself physically as she was abroad. So after consultation with concerned faculty members, she authorized one of her family members to collect the same on her behalf.</p>



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Feedback Mechanism of SGRC (Student Grievance Redressal Committee) Developed by the College

Student Grievance Redressal Survey Questionnaire

How satisfied are you with your overall experience at SLCHE? *

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

How satisfied are you with the support services provided by the college, such as library facilities, counseling, and career guidance? *

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very dissatisfied

How effective do you find the feedback mechanisms in place for students to express their opinions or concerns? *

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

How would you rate the quality of teaching and instruction provided by the faculty in your program? *

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

Are you satisfied with the course materials and resources provided for your studies? *

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

How clear and timely is the communication from the college administration regarding academic schedules, events, and important announcements? *

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

What is your opinion on the infrastructure and facilities provided by the college (classrooms, labs, canteen, library, accommodation, washroom, drinking water etc.)? *

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

To what extent do you feel a sense of community and positive interaction with your peers at SLCHE? *

- ☐ Strong Sense of Community
- ☐ Some Sense of Community
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

How satisfied are you with the extracurricular activities and opportunities for personal development offered by the college? *

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Very Dissatisfied

Submit

Clear form

Students Grievance Redressal Statistical Analysis

How satisfied are you with your overall experience at SLOHE?

11 responses



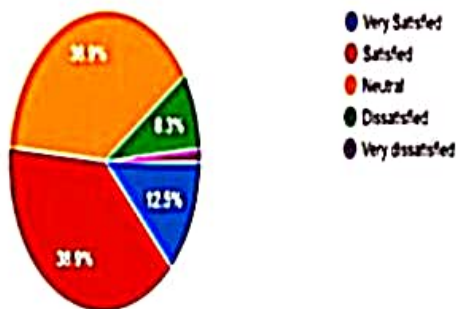
How would you rate the quality of teaching and instruction provided by the faculty in your program?

72 responses



How satisfied are you with the support services provided by the college, such as library facilities, counseling, and career guidance?

72 responses



Are you satisfied with the course materials and resources provided for your studies?

72 responses



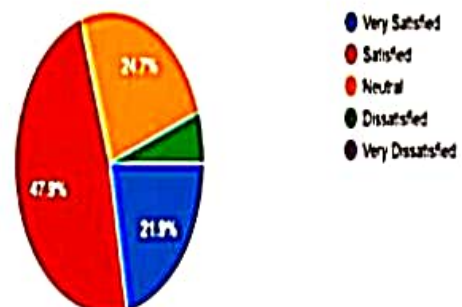
How effective do you find the feedback mechanisms in place for students to express their opinions or concerns?

72 responses



How clear and timely is the communication from the college administration regarding academic schedules, events, and important announcements?

73 responses



What is your opinion on the infrastructure and facilities provided by the college (classrooms, labs, canteen, library, accommodation, washroom, drinking water etc)?

71 responses



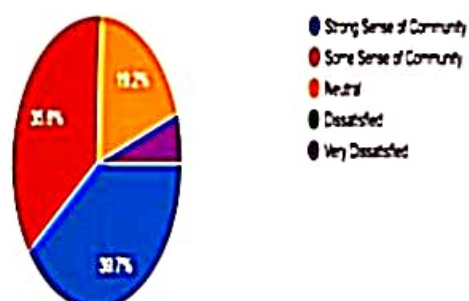
How satisfied are you with the extracurricular activities and opportunities for personal development offered by the college?

71 responses



To what extent do you feel a sense of community and positive interaction with your peers at SLICHE?

71 responses



Objectives of Feedback Mechanism of SGRC :

- To identify the satisfaction level of provisions and a platform for students to submit their complaints about academic, personal and administrative issues that have an impact on learning environment.
- To analyse the different types of grievances of students and the efficacy of the redressal mechanism.

Findings:

- It was observed that 40% of the students required immediate redressal of the issues that were related to academics, and 20% of the students grievances pertained to requirement of Recommendation Letters for seeking Higher Studies abroad from college and References for Employment abroad from college. Both these grievances were resolved successfully.
- 30% of the students had grievances related to misplacement of Admit Cards and issue of duplicate Admit Cards.
- 20% of the students had grievances regarding canteen menu.

Summary & Conclusion:

It was found that 93% of students were satisfied with the mechanism undertaken to resolve their problems as it helped in fostering a culture of transparency, openness and trust. Students find that their voice is being heard and thus they are helped.