

Criterion-V
STUDENT SUPPORT & PROGRESSION

5.1 Student Support

5.1.5

Details on mechanisms for submission of online/offline-students' grievances

SSR Cycle – 3



Since 1881

THE AMERICAN COLLEGE, MADURAI - 625002
(An Autonomous Institution affiliated to Madurai Kamaraj University)



Since 1881

THE AMERICAN COLLEGE, Madurai

An Autonomous Institution Affiliated to Madurai Kamaraj University

Re-accredited (2nd Cycle) by NAAC with Grade “A” CGPA – 3.46 on a 4 point scale

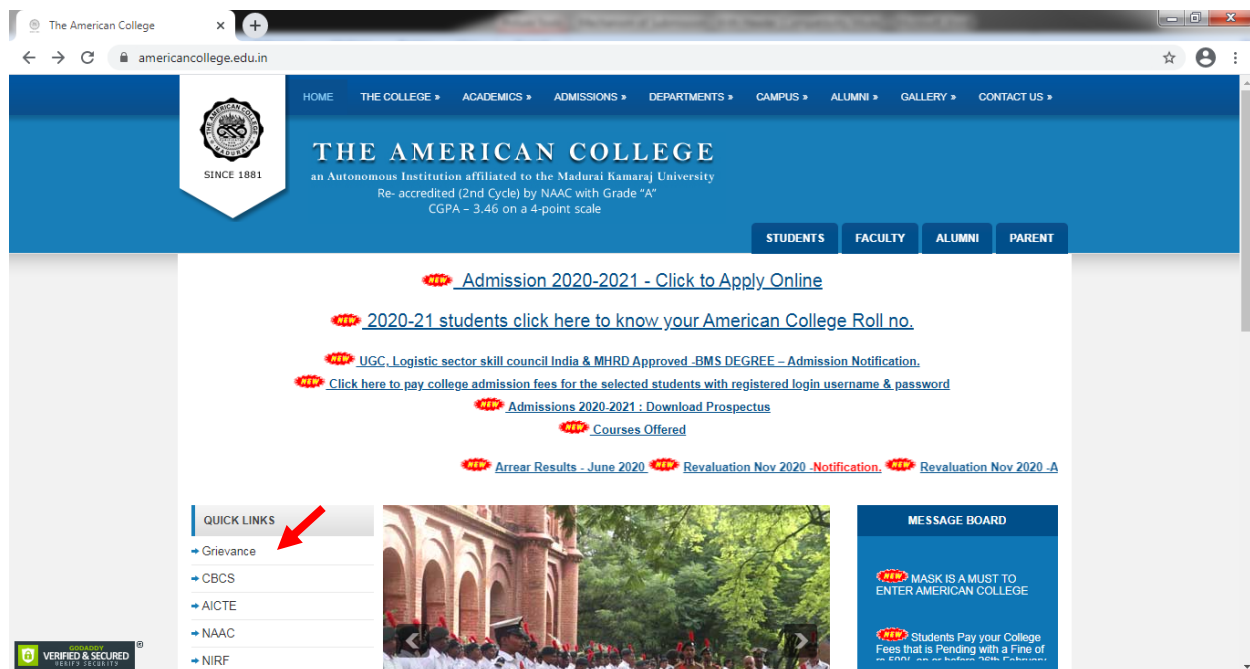
MECHANISM OF SUBMISSION FOR ONLINE/OFFLINE GRIEVANCES

Students are encouraged to send in their grievances through online and offline.

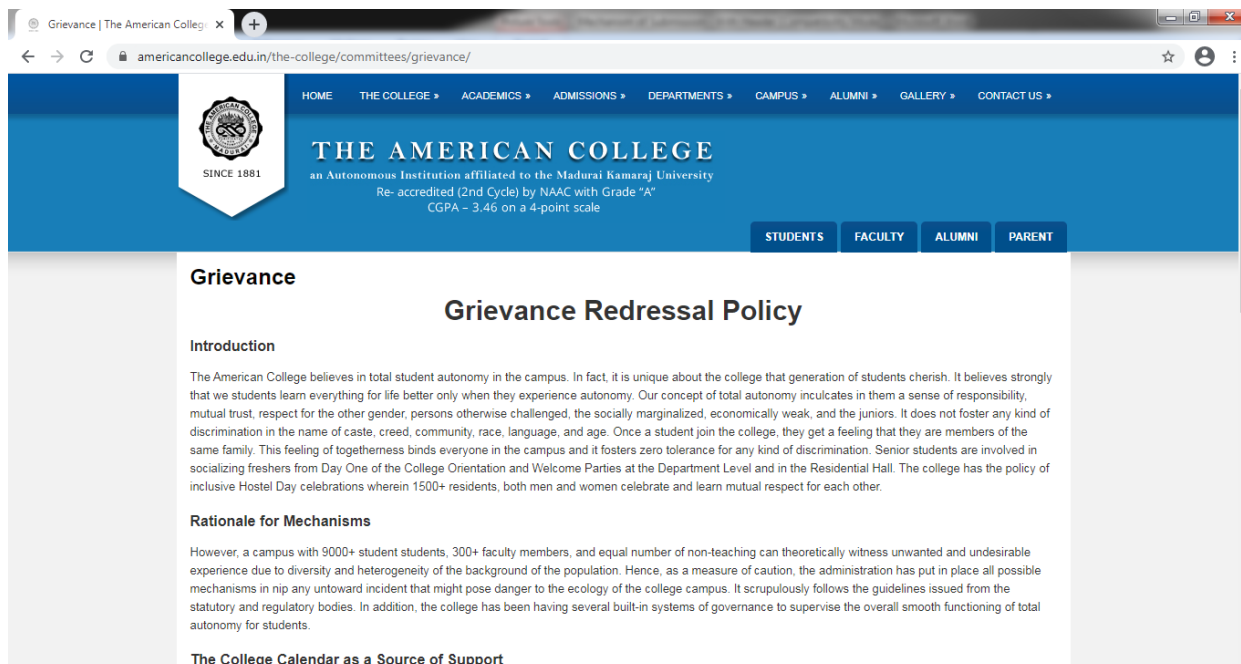
- ‘Grievance Boxes’ are available in all the residential halls and buildings.
- Students can also send their grievances to the Principal’s and Wardens’ **WhatsApp Numbers**.
- You can also register your grievance through **ONLINE**, following the steps given below.

ONLINE Grievance Submission - Mechanism

Step 1: Click the highlighted tab “GRIEVANCE” at the Quick links



Step 2: Click the tab “STUDENTS”



The screenshot shows a web browser window with the URL `americancollege.edu.in/the-college/committees/grievance/`. The page features a blue header with the college's logo and navigation links: HOME, THE COLLEGE, ACADEMICS, ADMISSIONS, DEPARTMENTS, CAMPUS, ALUMNI, GALLERY, and CONTACT US. Below the header, a blue banner displays the college's name and accreditation details. A navigation bar at the bottom of the banner includes tabs for STUDENTS, FACULTY, ALUMNI, and PARENT. The main content area is titled "Grievance Redressal Policy" and includes an "Introduction" section and a "Rationale for Mechanisms" section. The "Introduction" section states that the college believes in total student autonomy and fosters a sense of responsibility, mutual trust, and respect for all students. The "Rationale for Mechanisms" section explains that the college's policies are designed to ensure a safe and secure environment for all students.

Grievance

Grievance Redressal Policy

Introduction

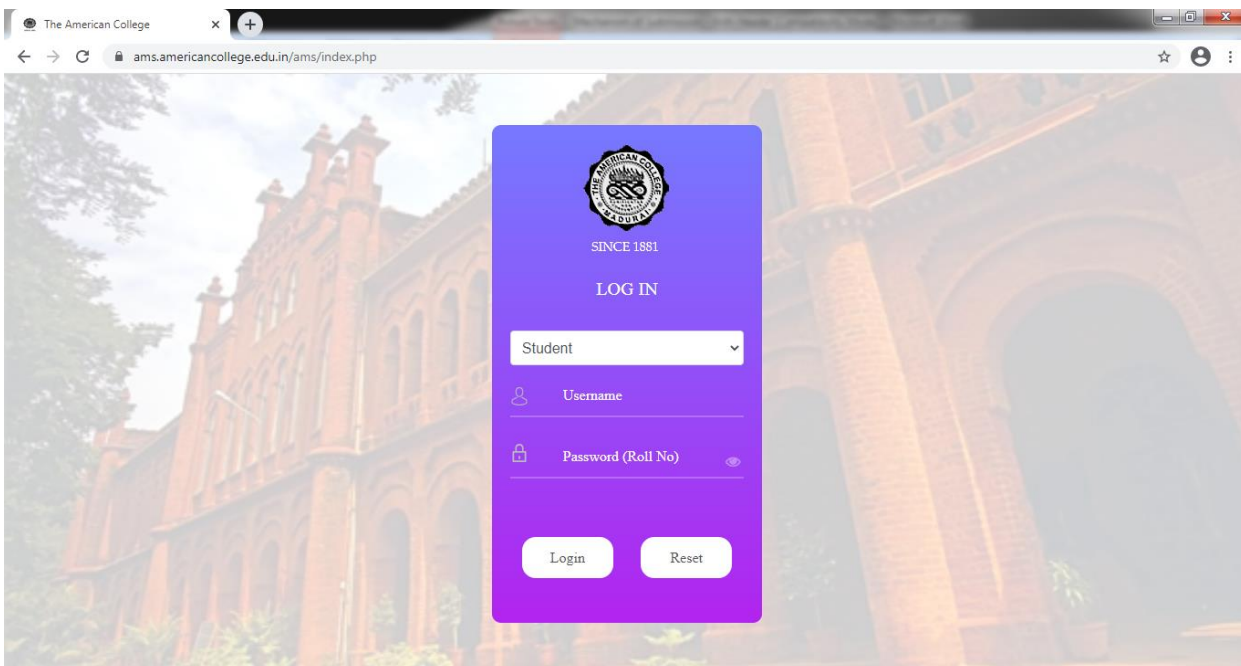
The American College believes in total student autonomy in the campus. In fact, it is unique about the college that generation of students cherish. It believes strongly that we students learn everything for life better only when they experience autonomy. Our concept of total autonomy inculcates in them a sense of responsibility, mutual trust, respect for the other gender, persons otherwise challenged, the socially marginalized, economically weak, and the juniors. It does not foster any kind of discrimination in the name of caste, creed, community, race, language, and age. Once a student join the college, they get a feeling that they are members of the same family. This feeling of togetherness binds everyone in the campus and it fosters zero tolerance for any kind of discrimination. Senior students are involved in socializing freshers from Day One of the College Orientation and Welcome Parties at the Department Level and in the Residential Hall. The college has the policy of inclusive Hostel Day celebrations wherein 1500+ residents, both men and women celebrate and learn mutual respect for each other.

Rationale for Mechanisms

However, a campus with 9000+ student students, 300+ faculty members, and equal number of non-teaching can theoretically witness unwanted and undesirable experience due to diversity and heterogeneity of the background of the population. Hence, as a measure of caution, the administration has put in place all possible mechanisms in nip any untoward incident that might pose danger to the ecology of the college campus. It scrupulously follows the guidelines issued from the statutory and regulatory bodies. In addition, the college has been having several built-in systems of governance to supervise the overall smooth functioning of total autonomy for students.

The College Calendar as a Source of Support

Step 3: Enter your Username and Password



The screenshot shows a web browser window with the URL `ams.americancollege.edu.in/ams/index.php`. The page features a large background image of a red brick building. A purple login form is centered on the page. The form includes the college's logo and the text "SINCE 1881". Below this, there is a "LOG IN" button. A dropdown menu is set to "Student". The form has two input fields: "Username" and "Password (Roll No)". There are "Login" and "Reset" buttons at the bottom of the form.

The American College

SINCE 1881

LOG IN

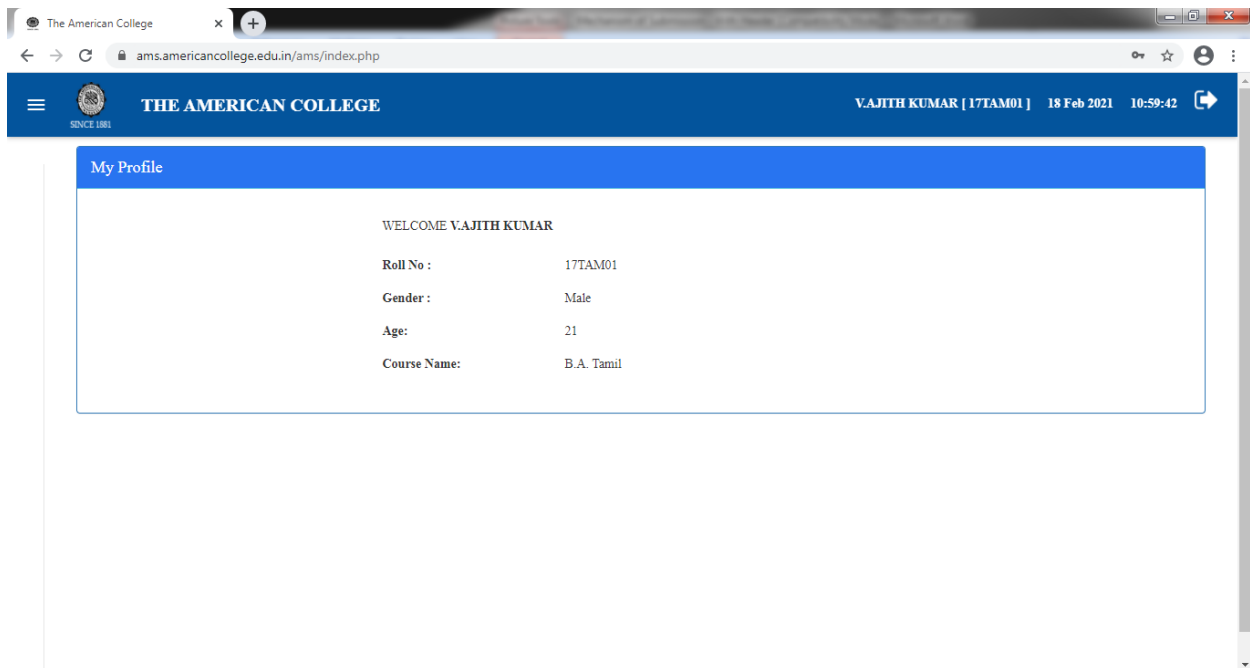
Student

Username

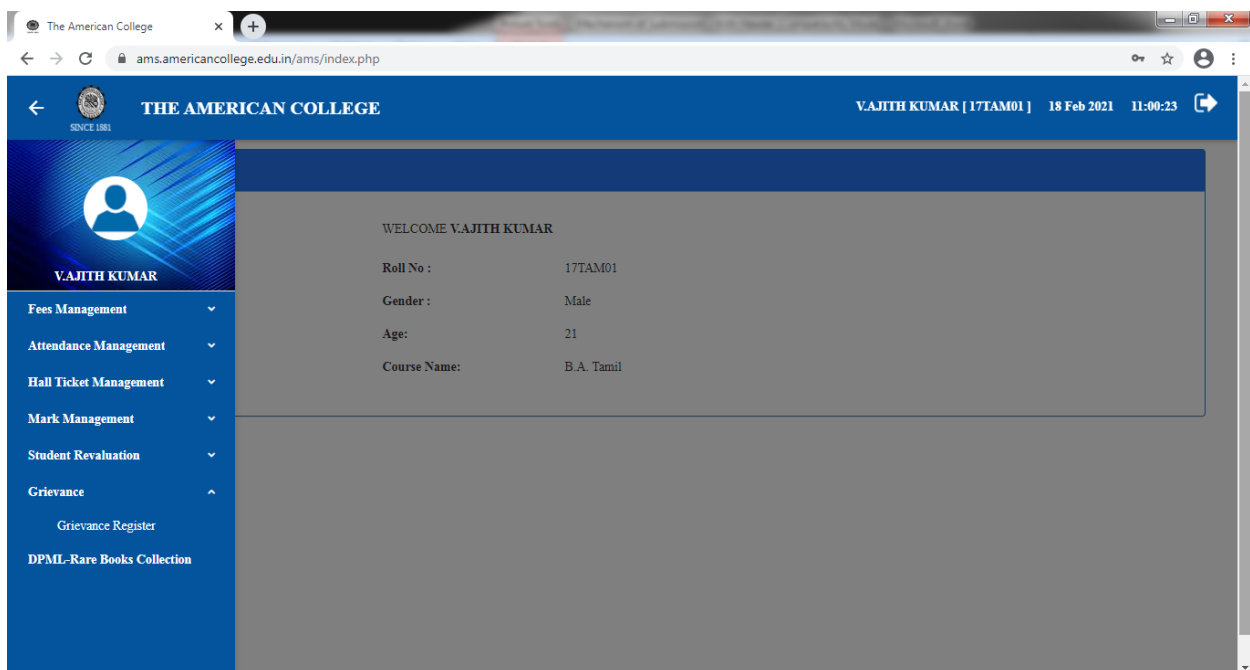
Password (Roll No)

Login Reset

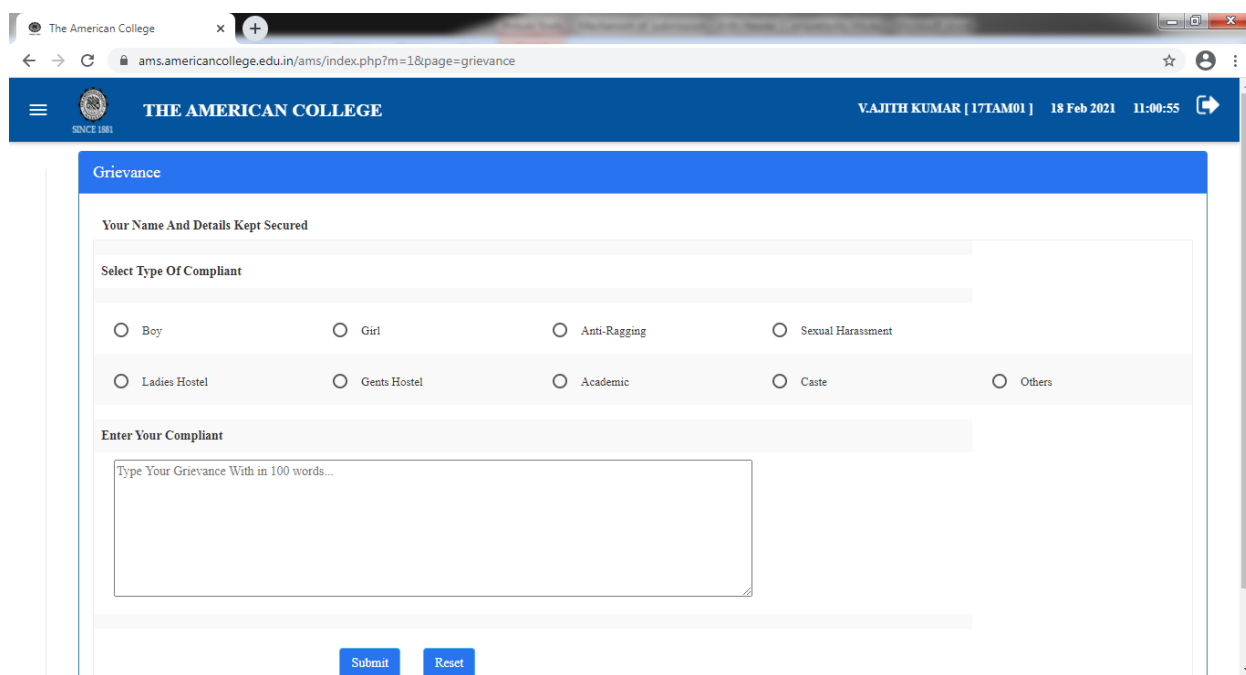
Step 4: Click on the “Profile” tab as highlighted



Step 5: Click “Grievance Register”



Step 6: Register your Grievance and click on “Submit”



The screenshot shows a web browser window with the URL `ams.americancollege.edu.in/ams/index.php?m=1&page=grievance`. The page header includes the American College logo and name, the user name `V.AJITH KUMAR [17TAM01]`, the date `18 Feb 2021`, and the time `11:00:55`. The main content area is titled **Grievance** and contains the following sections:

- Your Name And Details Kept Secured**: A section indicating that the user's information is secure.
- Select Type Of Compliant**: A section with radio buttons for selecting the type of complaint:
 - ☐ Boy
 - ☐ Girl
 - ☐ Anti-Ragging
 - ☐ Sexual Harassment
 - ☐ Ladies Hostel
 - ☐ Gents Hostel
 - ☐ Academic
 - ☐ Caste
 - ☐ Others
- Enter Your Compliant**: A section with a text area for entering the grievance, with a placeholder text `Type Your Grievance With in 100 words...`.
- Submit** and **Reset** buttons: Two buttons at the bottom of the form.