

## **7.2.1 Describe two best practices successfully implemented by the Institution as per NAAC format provided in the Manual**

### **Best Practice I**

#### **Title of the Practice**

Mental Health Services to the Staff, Students and local community during COVID-19 pandemic

#### **The Context**

The academic year 2020-'21 was a challenging one for both the students as well as the staff of the institution owing to the rising concerns related to the COVID-19 pandemic. The Government of India announced lockdown which adversely affected people's lives, particularly the marginalized sections of the society. Union Christian College has a diverse student population with respect to socio-economic aspects. The sudden shift from offline to online system of learning was a real test for students from all walks of life. It is quite natural that students tend to experience significant distress during the period when they are confined to their homes, unable to interact with peer members or teachers. The institution understood the need of the hour and under the initiative of the Research and Post-Graduate Department of Psychology and the Counselling Centre of the College (BLISS-Basic Life Skills Services) decided to launch support services for its students and staff as well as the community.

#### **Objectives of the Practice**

To determine the effectiveness of online classes offered by the institution

To identify the mental health concerns of students of the college, if any, during the time of the pandemic (to develop Mental health app which can be readily used by students to understand their mental health needs and seek professional help)

To open services to address the rising concerns of students and staff of the institution

To provide an experiential learning opportunity for the Post-graduate students of Psychology

#### **The Practice**

A sudden shift of the system of teaching and learning was the demand of the situation as there was no other means to schedule classes with the Government announcing closing of educational institutions due to the pandemic. Hence it was decided to conduct an online survey of students of the college to obtain their feedback regarding their perception of effectiveness of online classes offered by the Institution. The extent of physical and psychological difficulties experienced as a result of continued usage of mobile phones, laptops, headphones and similar devices was also assessed. Responses were received from 229 students out of which 79.9% were females and the remaining were males. Students reported physical problems related to pain in

body parts and head while several others were found to experience symptoms of anxiety, anger, worry, loneliness, sadness, and lack of interest in studies. 14.7% of students expressed their need for counseling. Based on the results obtained, online/telephonic counseling services were provided to the needy students by the teachers of the Department of Psychology.

The development of a Mental Health App for mental health promotion was made possible with the joint collaboration of the Department of Psychology and Computer Science. The main objective of developing the App was to enable better identification of staff and students in need of psychological help. This would help college community to seek assistance of experts for emotional issues ensuring anonymity.

Another programme was launched to address the rising psychological concerns of public in association with the Heads of Panchayats. Free tele-counseling was offered to the general public by the teachers of the Department of Psychology. Information about this provision and contact numbers of teachers were given through local newspaper announcements.

### **Evidence of success**

The psychological support services offered were well utilized by the students of the institution. There were follow-ups for the sessions conducted in which students reported significant alleviation of distressful symptoms. There were more enquiries from the part of the students seeking help for their psychological and academic-related problems. Similarly, the free tele-counselling services offered by Post graduate students of Psychology were utilized by more than hundred people in the district of Ernakulam.

### **Problems encountered and resources required**

Owing to COVID restrictions, it was not feasible to conduct counselling sessions in the offline mode. Tele-counselling was the most practical option to deal with the demands of the situation and hence issues related to privacy and confidentiality as well as sharing of accurate information from the part of clients could not be completely ensured.

(For details: <https://uccollege.edu.in/news/indiafightscorona/>)

**PDF file (certificates of students as proof)**

## **Best practice 2.**

### **Title of the Practice**

Bridging the Digital Divide

### **The Context**

During the time of COVID-19 pandemic, when the entire world was struggling to deal with unprecedented events, catering to the requirements of Higher education was the need of the hour and Union Christian College was not an exception. It is to be noted that Kerala, despite being the most literate state in India, has poor digital literacy and access to IT facilities are limited. The feasibility of transfer from offline to online mode of teaching and learning was examined by the college management especially in the context of the huge digital divide which was a reality as far as the Institution was concerned. Hence, it was decided to make provisions to help students, especially those belonging to poor socio-economic background to have access to technology which could facilitate online learning.

### **Objectives of the Practice**

1. Provision for electronic gadgets such as laptops and mobile phones, to the socio-economically disadvantaged students
2. Increasing digital literacy of staff and students of the Institution

### **The Practice**

The Institution has a powerful and proactive Alumni Association that wholeheartedly undertakes any projects to extend their support to the socially and economically disadvantaged students. One such endeavour was the 'Gandhimaavu digital challenge' ('Gandhimaavu' refers to the old mango tree planted by Mahatma Gandhi when he visited the Institution in 1925) which offered a helping hand by donating electronic gadgets to more than 200 needy students who were identified on the basis of a survey. The Alumni Association also raised fund to provide internet packs for needy students to ensure online education for upto one year.

The Institution also took steps to provide orientation to students in the usage of technology, safe internet use and use of Online platforms such as Google meet and zoom and to access courses through MOODLE platform. The Institution in association with the IQAC of the college organized webinars to educate the faculty to enhance their capacity to use online tools for recording lectures, as well as to use online mode of teaching in the most effective way.

### **Evidence of Success**

Parental consent was sought before donating the devices to students and the feedback received from parents for the service provided was highly encouraging.

### **Problems encountered and resources required**

Co-coordinating the activities was a little challenging owing to the restrictions imposed during the period of lockdown.

**<https://uccollege.edu.in/news/gandhimavu-digital-challenge/>**



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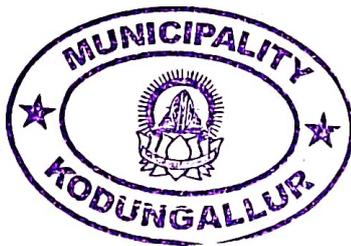
Date: 29.07.2021

### Certificate

This is to certify that Miss. **Aadila Shihana Navaz**, M.Sc. Psychology, Union Christian College, Aluva has successfully completed 35 days of Tele-counseling program for COVID-19 patients from 27<sup>th</sup> May 2021 to 30<sup>th</sup> June 2021 in Kodungallur Municipality.

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Secretary

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Date: 29.07.2021

### Certificate

This is to certify that Miss. **Aleesha Sebastian**, M.Sc. Psychology, Union Christian College, Aluva has successfully completed 35 days of Tele-counseling program for COVID-19 patients from 27<sup>th</sup> May 2021 to 30<sup>th</sup> June 2021 in Kodungallur Municipality.



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Date: 29.07.2021

### Certificate

This is to certify that Miss. **Athira Ajithaghosh**,  
M.Sc. Psychology, Union Christian College, Aluva has  
successfully completed 35 days of Tele-counseling  
program for COVID-19 patients from 27<sup>th</sup> May 2021 to  
30<sup>th</sup> June 2021 in Kodungallur Municipality.

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Date: 29.07.2021

### Certificate

This is to certify that Miss. **Esther Anna Joy**, M.Sc. Psychology, Union Christian College, Aluva has successfully completed 35 days of Tele-counseling program for COVID-19 patients from 27<sup>th</sup> May 2021 to 30<sup>th</sup> June 2021 in Kodungallur Municipality.



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Date: 29.07.2021

### Certificate

This is to certify that Miss. **Gayathri Devi J.S**, M.Sc. Psychology, Union Christian College, Aluva has successfully completed 35 days of Tele-counseling program for COVID-19 patients from 27<sup>th</sup> May 2021 to 30<sup>th</sup> June 2021 in Kodungallur Municipality.



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Date: 29.07.2021

### Certificate

This is to certify that Miss. **Hana Shereen**, M.Sc. Psychology, Union Christian College, Aluva has successfully completed 35 days of Tele-counseling program for COVID-19 patients from 27<sup>th</sup> May 2021 to 30<sup>th</sup> June 2021 in Kodungallur Municipality.



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# സൗജന്യ ടെലികൗൺസിലിംഗ്

കൊടുങ്ങല്ലൂർ: മുനിസിപ്പാലിറ്റിയും, ആലുവ യു സി കോളേജ് സൈക്കോളജി വിഭാഗവും സംയുക്തമായി ടെലികൗൺസിലിംഗ് ആരംഭിച്ചിരിക്കുന്നു.

കോവിഡ് രോഗികൾക്കും, ക്വാറന്റയിനിൽ കഴിയുന്നവർക്കും, മാനസിക സമ്മർദ്ദം അനുഭവിക്കുന്നവർക്കും കൗൺസിലിംഗ് ലഭ്യമാണ്.

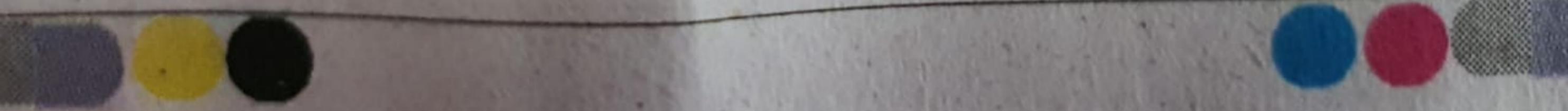
ആവശ്യമുള്ളവർ മുനിസിപ്പൽ ആരോഗ്യ വിഭാഗം, മുനിസിപ്പൽ കൗൺസിലർമാർ, ആശാവർക്കർമാർ എന്നിവരുമായി ബന്ധപ്പെടേണ്ടതാണ്.

ഈ പരിപാടിയിൽ ആലുവ യു സി കോളേജ് പി ജി വിദ്യാർത്ഥികളായ സ്നേഹ സോമൻ, ഷൈനോ മറിയം ഫിലിപ്പ്, ഹന ഷെറിൻ, ഗായത്രിദേവി ജെ എസ്, ആതിര അജിതപോഷ്, നദ ഷെറിൻ, കെസിയ സാറ തോമസ്, എസ്തർ അന്ന ജോയ്, ആദി ല ഷിഹാന നവാസ്; അലീഷ സെബാസ്റ്റ്യൻ എന്നിവർ പങ്കെടുക്കും.

# സൗജന്യ ടെലി കൗൺസലിങ് തുടങ്ങി

**കൊടുങ്ങല്ലൂർ:** നഗരസഭയും ആലുവ യു.സി കോളജ് സൈക്കോളജി വിഭാഗവും സംയുക്തമായി കൊടുങ്ങല്ലൂരിൽ കോവിഡ് കാല സൗജന്യ ടെലി കൗൺസലിങ് തുടങ്ങി. കോവിഡ് രോഗികൾക്കും സമ്പർക്ക വിലക്കിൽ കഴിയുന്നവർക്കും മാനസിക സമ്മർദ്ദം അനുഭവിക്കുന്നവർക്കും സേവനം ലഭിക്കും. ആവശ്യമുള്ളവർ മുനിസിപ്പൽ ആരോഗ്യ വിഭാഗം, മുനിസി

പ്പൽ കൗൺസിലർമാർ, ആശാ വർക്കർമാർ എന്നിവരുമായി ബന്ധപ്പെടണം. യു.സി കോളജ് പി.ജി വിദ്യാർത്ഥികളായ സ്നേഹ സോമൻ, ഷൈനോ മറിയം ഫിലിപ്പ്, ഹന ഷെറിൻ, ഗായത്രിദേവി ജെ.എസ്, ആതിര അജിതപ്രേമാക്ഷി, നദ ഷെറിൻ, കെസിയ സാറ തോമസ്, എസ്തർ അന്ന ജോയ്, ആദില ഷിഹാന നവാസ്, അലീഷ സെബാസ്റ്റ്യൻ എന്നിവർ പങ്കെടുക്കും.



ടെലി

# കൗൺസലിങ്

കൊടുങ്ങല്ലൂർ • നഗരസഭയും  
ആലുവ യൂസി കോളജ്  
സൈക്കോളജി വിഭാഗവും  
ചേർന്നു ടെലി കൗൺസലിങ്  
തുടങ്ങി.

കോവിഡ് രോഗികൾക്കും  
കാറന്റീനിൽ കഴിയുന്നവർക്കും  
കൗൺസലിങ് ലഭിക്കും.

ആവശ്യമുള്ളവർ നഗരസഭ  
ആരോഗ്യ വിഭാഗം,  
കൗൺസിലർമാർ, ആശാ  
വർക്കർമാർ എന്നിവരുമായി  
ബന്ധപ്പെടണം.



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Date: 29.07.2021

### Certificate

This is to certify that Miss. **Keziah Sarah Thomas**, M.Sc. Psychology, Union Christian College, Aluva has successfully completed 35 days of Tele-counseling program for COVID-19 patients from 27<sup>th</sup> May 2021 to 30<sup>th</sup> June 2021 in Kodungallur Municipality.



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Date: 29.07.2021

### Certificate

This is to certify that Miss. **Nada Shereen, M.Sc.** Psychology, Union Christian College, Aluva has successfully completed 35 days of Tele-counseling program for COVID-19 patients from 27<sup>th</sup> May 2021 to 30<sup>th</sup> June 2021 in Kodungallur Municipality.



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Date: 29.07.2021

### Certificate

This is to certify that Miss. **Shaino Mariam Philip**, M.Sc. Psychology, Union Christian College, Aluva has successfully completed 35 days of Tele-counseling program for COVID-19 patients from 27<sup>th</sup> May 2021 to 30<sup>th</sup> June 2021 in Kodungallur Municipality.



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Date: 29.07.2021

### Certificate

This is to certify that Miss. **Sneha**, M.Sc. Psychology, Union Christian College, Aluva has successfully completed 35 days of Tele-counseling program for COVID-19 patients from 27<sup>th</sup> May 2021 to 30<sup>th</sup> June 2021 in Kodungallur Municipality.

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