# South Calcutta Girls' College

## **METRIC POINT 7.2.1**

## **BEST PRACTICES**

The two best practices implemented by the institution are:

- Best Practice 1: Adult Literacy Programme
- Best Practice 2: Psychological Counselling Cell

### **<u>1. Title of the Practice: Adult Literacy Programme (2016-2020)</u></u>**

### 2. The Objectives of the Practice:

The role of an educational institution is to provide a large variety of learning environments and learning spaces. The presence of slum areas in the vicinity also calls for an active intervention on the part of such educational institutions to spread the light of literacy to these areas too.

South Calcutta Girls' College has taken the initiative for upliftment of the common people of the Peyarabagan Slum Area located in the vicinity where the Adult Literacy Programme was started in 2015 in collaboration with Basti Welfare Society. Adult literacy programme has been undertaken to lend a helping hand to the underprivileged women within college locality in order to empower them and ensure a sense of well-being.

Adult Literacy programme was conducted regularly from 2016-2020. After the shutdown of the college campus in March 2020 due to the pandemic, it was discontinued but will be resumed later.

### **3.The Context:**

The Peyarabagan Slum Area consists of several women who wanted to pursue education during their childhood, but their aspirations were prematurely curtailed by various constraints, ranging from abject poverty to early marriage and consequent motherhood. Many of them belong to the pool of unskilled labour and work as domestic helps. South Calcutta Girls' College took the decision to begin literacy classes for such women who have been deprived of the benefits of a formal education. It is the social responsibility of an educational institution to disseminate knowledge. This endeavour provides a unique opportunity to our students to be involved in community development and to be able to contribute to the development of disadvantaged women.

### 4. The Practice:

Since the constitution of India labels the right to education as one of the fundamental rights, those unprivileged women who have not been able to access education due to various constraints, economic and otherwise, are now being taught by our students who are themselves pursuing higher education. So, this endeavour is oriented to motivate these adult learners to aspire not only for basic literacy but also for higher education.

The Peyarabagan Slum Area is located in the vicinity of South Calcutta Girls' College, and, as part of the extended literacy programme, students from the institution visit this place once in every week to teach the underprivileged women and housewives. They were taught the basics of reading, writing and arithmetic. Books were provided from the College library.

While executing this endeavour, various constraints and limitations are often encountered. Their impoverished background and domestic responsibilities hinder these women from attending classes regularly.

Moreover, they often do not have a congenial environment within their respective households to provide the necessary support system whereby they can study and practise their lessons on a regular basis. Thus, their progress rate remains quite slow. Sometimes the lack of adequate stationery supplies also becomes an impediment to their learning process. Regular attendance would have ensured a more effective and consistent learning process.

Since 2018 onwards, the semester system has been introduced into the academic curriculum, it has become more cumbersome for the students to carry on with such programmes while preparing and appearing for their examinations twice a year. If the students could devote more time to this literacy program, the outcome of the program would be more impactful.

In addition to that, the Basti Welfare Society's school set-up does not permit more than two or three student volunteers for conducting the classes of these unprivileged women. Moreover, in wake of the recent Covid 19 pandemic, since March 2020 onwards till the present date, educational institutions have been compelled to carry on online activities, which has definitely impacted such kinds of social outreach programmes.

The Adult Literacy Program is no exception. So, during the pandemic, it has become increasingly difficult to reach out to these underprivileged women of Peyarabagan Slum Area as they lack the basic apparatuses that are required to attend online learning programs.

### 5. Evidence of Success:

At least 25 adult women have benefitted every year from this programme. Our students derive great satisfaction to be associated with the voluntary work that is socially beneficial, and that they are contributing to the upliftment of the disadvantaged women.

### 6. Problems encountered and resources required:

Owing to the current semester system that has been incorporated into the academic curriculum since 2018 onwards, student volunteers often find it difficult to engage in such programmes for time constraints as they have to prepare and appear for their exams for twice a year now. Also due to their vacations, such outreach programmes get interrupted.

Also, if the underprivileged women of the slum area are provided with the required apparatuses for availing online classes, then such literacy programs would have continued uninterrupted during the pandemic.

### 7. Notes:

If such literacy programmes were incorporated as a compulsory part of the academic curriculum, then it may encourage the students to participate in such programmes with greater enthusiasm.

## **Best Practice 2**

### Title of the practice: Psychological Counselling Cell

The Cell has been jointly managed by the Department of Psychology and psychologist, Ms. Yashabanti Sreemany. The sessions were conducted by Ms. Yashabanty Sreemany.

### **Objective of the practice**

The Psychological Counselling Cell was set up as part of the student support system of the College. The objective of counselling was to provide support and guidance to students so as to

encourage personality development, achievement of a healthy lifestyle and attainment of their career goals.

The Cell was intended to provide a conducive space for discussing any problem that students would encounter in their personal or social life but were unable to share with family or friends.

The counsellor gave patient hearing to the students to assess their problems and provides strategies for coping and increasing their self-acceptance.

### **The Context**

Psychological counselling has several benefits as it helps individuals to deal with any crisis, resolve problems and take decisions. Students often suffer from emotional stress, anxiety, peer pressure, problems of adjustment in the College academic environment, and can lose interest in studies and fall back in their performance.

Counselling helps students to understand these issues and provides guidance on strategies to deal with such problems. It is also necessary for improving communication and interpersonal skills and increasing confidence and decision-making skills.

Counselling sessions were regularly organised in College from July 2016 till March 2020 for addressing issues related to the social and mental well-being of the students.

With the outbreak of the pandemic in 2020, the College campus was shut down. However, taking into consideration the importance of psychological counselling in this period, sessions were held online during the academic session 2020-21. Students were deeply affected by the pandemic and many of them struggled to cope with this unprecedented situation. The loss of a family member, economic hardship, absence of social interaction and physical activities had caused emotional distress and anxiety among them. Those who did not have access to smart phones and adequate internet facilities found it difficult to pursue their studies.

During the interactive sessions, it was evident that some students were emotionally disturbed and were struggling with issues, such as, anxiety, depression, anger, internet addiction, lack of discipline, time management, and the fear of the new online examination system.

### **The Practice**

Before addressing any of the above issues, an overview of counselling was given. The introductory sessions were specifically conducted with the newly admitted students to provide them a basic knowledge about counselling, the process and its aims and objectives. For this purpose, group sessions were conducted.

Individual sessions were conducted on Wednesdays from 12-4 pm. During pandemic, sessions were conducted in the virtual mode. These sessions were held on every Wednesday from 9-10 am on Google Meet platform.

Interactive group sessions were held to create awareness about mental health and issues of stress, social anxiety, depression, self-harm and anger management. The causes and symptoms of these conditions were discussed, and remedial measures were explained.

Students were taught how to understand and restrain their own negative emotions and adverse thoughts through deep breathing exercises, mindfulness exercises and assertive communication skill training.

For management of anxiety and loss of concentration, they were taught to

- (i) To focus on the present and follow a daily routine
- (ii) To reduce screen time
- (iii) To write a dairy
- (iv) To concentrate on individual strength
- (v) To engage in a hobby to make fruitful use of their time.

Students were given tips on how to manage daily problems and tackle the stress arising from them. To counteract fear of examination, motivational counselling sessions were regularly held in every session. Discussion on future career goals was also organised.

Students were advised to seek professional help and were referred to clinical psychiatrist if required.

### Limitations:

Psychological counselling is a time taking process wherein the Counsellor requires considerable detailed information about the individual. But sometimes it has not been possible to do so due to the lack of psychological mindedness of the students.

Counselling is an integrated process that requires detailed history of the individual and family. Developmental history is required to be documented but was often not available.

Some students reported about facing difficulties to open up during the online counselling session due to lack of privacy.

In some cases where family counselling was necessary, the parents were not willing to attend the counselling sessions.

The absence of face-to-face interactions was a limitation of online counselling. Nonprojective tests (tests on paper) were required to assess immediate mental state which were not possible to hold online.

Sometimes network disturbances would cause disruptions in the sessions.

Psychiatric medication could not be provided to those students who had severe emotional disturbances.

### **Evidence of success:**

- Students reported verbally that they felt better after few sessions. The feedback given by guardians regarding counselling has been very positive.
- Number of students responses increased. Suggestions for various topics were received from the students.
- Group sessions were found also to be helpful. They eagerly participated in those sessions.
- They recommended these sessions to their classmates.

Academic year	Individual sessions	Group sessions	Total
2020-2021	55	95	150
2019-2020	33	67	100
2018-2019	35	65	100
2017-2018	60	40	100
2016-2017	55	95	150

Number of participants in individual and group sessions 2016-2021:

### **Problems encountered:**

- For some cases, limited information regarding childhood and family history possibly affected the smooth conduct of the counselling sessions.
- In some cases, peer pressure or pressure from close family members affected the counselling sessions.

### **Resources required:**

- Interactive sessions and workshop for students' family members, friends and care givers are necessary.
- Workshops by psychiatrists and other resource persons are required.
- Screening of documentaries or films is required for creating greater awareness.
- Workshops with crisis management teams like doctors, police, NGO workers is also required.

Students should be encouraged to visit various rehabilitation centers for increasing awareness.

## SUPPORTIVE DOCUMENTS OF TWO BEST PRACTICES 7.2.1 BEST PRACTICE 1: ADULT LITERACY



e-mail : <u>bwc.institution@gmail.com</u> Telephone No . 033-2486-6820

BUSTEE WELFARE CENTRE (Registered under W.B. Societies Registration Act. 1961 (No. SO010288 of 1970-71) Office : 1/2, Love Lock Street , Kolkata – 700019

Ref. No. BW G 2020

Date: 28.08.2020

To Whom It May concern

Feedback Report

Bustee Welfare Centre operates an Adult Literacy Centre for the women from disadvantaged families. Basic literacy classes are organized to impart functional literacy among these women who have never got any opportunity to attend school or may have left school at very early stage of their lives. Approximately 25-30 women attend the centre.

Like previous years this year also few students from South Calcutta Girls' College worked as volunteer in this centre. The students helped the learners to learn their lessons and assisted them individually to read and write. They worked in the centre up to third week of March 2020 as the educational institutions were declared closed due to nation-wide lockdown.

The learners were greatly benefitted by the support of these students.

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e-mail : <u>bwc.institution@gmail.com</u> Telephone No . 033-2486-6820

### BUSTEE WELFARE CENTRE (Registered under W.B. Societies Registration Act. 1961 No. SO010288 of 1970-71) Office : 1/2, Love Lock Street , Kolkata – 700019

Ref. No. Bw 6 4719

Date: 21.11.19

### **Feedback Report**

Bustee Welfare Centre operates an Adult Literacy Centre for the adult women from disadvantaged families. Approximately 25-30 adult women attend the class to acquire functional literacy. Some of these women have never got any opportunity in their lives to attend school or may have attended for few years and got married early thus forgot the literacy skills.

South Calcutta Girls' College has been sending.students as volunteers to the Adult Literacy Centres since the month of February 2016. They have been working in a batch of two or three. They have been supporting the first time learners or the neo literates with their lessons. They give individual attention to the weak learners to improve their literacy skill.

The placement of the volunteers has been beneficial for the Adult Literacy Centre.



Feedback from the Basti Welfare Centre



## 7.2.1 ADULT LITERACY PROGRAMME LIST OF THE STUDENTS FROM BASTI WELFARE SOCIETY 2018-19

- 1. ANIMA SETH
- 2. ARATI GAYEN
- 3. BANDANA MONDAL
- 4. MALATI KAPAL
- 5. RAKHI KAYAL
- 6. RUPA ROY
- 7. KALPANA ROY
- 8. SABITA NASKAR
- 9. RADHA MONDAL
- **10.LATA DAS**
- 11.AISHA SINGH
- **12.TIASHA HALDER**
- 13.RIYA DAS
- 14.DIPTI GHARAMI
- 15.RITU DAS





7.2.1

ADULT LITERACY PROGRAMME

LIST OF THE STUDENTS FROM BASTI WELFARE SOCIETY

### 2017-18

1. ANIMA SETH 2. ARATI GAYEN 3. BANDANA MONDAL MALATI KAPAT 5. RAKHI KAYAL 6. RUPA ROY 7. KALPANA ROY 8. SABITA NASKAR 9. PUNAM SHAW **10.SHAHNAZ BEGUM** 11.RADHA MONDAL 12.LATA DAS 13.SURITA CHOWDHURY 14.KALPANA MONDAL **15.JAMUNA SHAR** 16.SUSAMA NASKAR 17.RITA DALUI 18.LALITA DAS **19.NANDINI BALMIKI** 20.BABY MONDAL 21.RITA DAS 22. AISH SINGH 23.LALI HALDER 24.PURNIMA PASWAN 25.RANI DAS 26.RUMITA SASMAL 27.SAMPA SASMAL 28.SUCHITRA MONDAL 29.SHANTI MONDAL **30.SANDHYA MONDAL** 



## South Calcutta Girls' College

7.2.1

ADULT LITERACY PROGRAMME

LIST OF THE STUDENTS FROM BASTI WELFARE SOCIETY

2016-17

1. AISHA SINGH 2. ARCHANA MONDAL ANJOLI KUMARI 4. KAKULI JANA 5. LALY HALDER 6. MINU ROY 7. PURNIMA PASWAN 8. RANI DAS 9. SANDHYA MONDAL **10.SUCHITRA MONDAL** 11.SHANTI MONDAL 12.ANIMA SETH 13.ARATI GAYEN 14.BANDANA MONDAL 15.PRATIMA HALDER **16.PUTUL MAITY** 17.PRIYASHI MONDAL 18.MALATI KAPAT 19.RAKHI KAYAL 20.RUPA ROY 21.SARITA SHAW 22.TINA NANDAN 23.TUMPA RANA 24.KALPANA ROY 25.SABITA NASKAR 26.PUNAM SHAW 27.SHAHNAZ BEGUM 28.SHITAL SHAW 29.LAKSMI ROY 30.SAMSAD BEGUM 31.LAXMI HALDER



### OUR VOLUNTEERS INTERACTING WITH STUDENT IN THE ADULT LITERACY CLASS

<u>2019-2020</u>

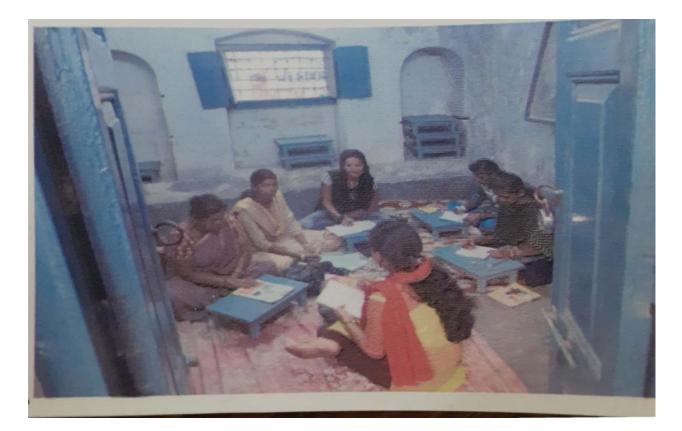


<u>2018-19</u>





## ADULT LITERACY CLASS 2016-17



## BEST PRACTICE 2: PSYCHOLOGICAL COUNSELLING CELL



## NOTICE FOR GROUP COUNSELLING



# South Calcutta Girls' College

### Notice No. 102/ 2020-2021

### Date:22.02.2021

### Counseling Cell

This is to inform to all the Teachers and students that Counselling Cell is going to organize online sessions on Motivational Counselling for examination for the students who are going to appear for semester 5, semester 3 and semester 1 examination.

Semester-1	05.03.2021	5:00 P.M. to 5:45 P.M.
Semester - 3	05.03.2021	6:00 P.M. to 6:45P.M.
Semester-5	05.03.2021	6:00 P.M. to 6:45P.M.

HODs of the respective departments are requested to forward the programme link to their Honours and General students group.

Principal & Secretary Principal & Secretary

#### SOUTH CALCUTTA GIRLS' COLLEGE

NOTICE NO: 0068/2021-22

DATED: 13-11-

2021

This is to notify that Counselling cell will conduct group counselling session for Honours and General students of **3rd semester**s from **15.11.2021 on every MONDAY and for 5<sup>th</sup> semester on every WEDNESDAY** of each month from **9a.m. to 10a.m**. in the following schedule-

Days of the months	Departments
First Wednesday	English + Psychology + History +
	Sociology
Second Wednesday	Political Science + Sanskrit + Bengali +
	Journalism
Third Wednesday	B.Sc. General + Botany + Education +
	Zoology
Forth Wednesday	B.A. general + Philosophy + Economic +
	Geography
Fifth Wednesday	No session

Meeting link will be provided to the H.O.D of all the departments and the link will be forwarded to the students by them.

sd/-Princi pal South Calcutta Girls' College

### Notice no.402/2020

### Dt. 15/06/2020

### South Calcutta Girls' College

### Department of Psychology

This is to notify that Counseling cell will conduct group counseling session for Honours students from 17.06.20 on every Wednesday of each month in the following schedule-

Days of the months	Departments
First Wednesday	English + Psychology + History + Philosophy
Second Wednesday	Political Science + Sanskrit + Botany + Journalism
Third Wednesday	Sociology + Zoology + Education + Economics
Forth Wednesday	Bengali + Geography
Fifth Wednesday	No session

H.O.D. of the respective departments will receive the program link to their individual whats' up number and they are requested to forward the link to their honours students group. Duration of this weekly session will be from 3p.m. to 4p.m. Students are instructed to download G-meet app to their mobile phone and their request to enter into the session will be admitted till 3:15 p.m.

Principal

South Calcutta Girls' College

## SOUTH CALCUTTA GIRLS' COLLEGE

Notice no.036/2020-2021

Dt. 19/09/2020

Department of Psychology

This is to notify that Department of Psychology along with the **Counselling cell** is going to organize "**Motivational counselling Program**" for the Part-III honours and general outgoing students on **25.09.20 at 12 p.m**.

This program will be conducted in Google meet. The programme link will be sent to the HoD of each department and they are requested to forward the link to their students' group.

Sd/-

Principal

South Calcutta Girls' College

MOTIVATIONAL COUNSELLING PROGRAMME NOTICE

### **COUNSELLING CELL: ATTENDANCE SHEETS**

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3.	Bamila Das	18AH 482	Psychalogy
4.	Bidisha Roy	1854177	Psychology
5.	Muntahana Islam	18 AH 541	Psychology
6.	Suraiya Yasmin	18AH 483	Psychology
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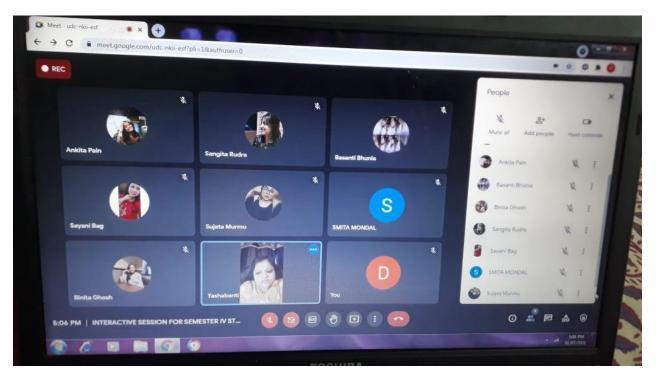
## THE MENTAL HEALTH CARE DURING PANDEMIC (COVID-<u>19)</u>

### Department of Psychology

### South Calcutta Girls' College

### "Do's" and "don'ts" for mental health care during pandemic (COVID-19):

- Stay home and spent quality time with family. Teach your children new skills and involve them in household chores. Parents should keep it in mind that proper utilization f time can enhance the potentialities of their kids to a great extend.
- ✤ A list may be prepared consisting of the favorite activities and hobbies and indicate those(put a mark) which are possible to perform even at home such as embroidery, cooking, baking, reading etc.
- In this phase a new thing may be learnt and individual can brush up those skills which had been forgotten long ago such as graphic designing, cooking special dishes, learningsome new languages, particular songs or dance steps etc.
- During hectic life activities people hardly manage time for themselves and now this is anideal time to get engaged in those activities which will be essentially ensured as protective measures for their health and hygiene such as taking up an online selfdevelopment course or a course on meditation, if available.
- Recreational activities to boost up physically and psychologically should also be under consideration and family members together may get involved to catch-up on watching web-series or movies, playing games and other group activities at home which essentiallycheer everyone up.
- Most importantly, dedicate a particular time to get latest updates about Corona Virus butdo not keep following social media throughout the day. Fake news and constant discussion about COVID-19 and lockdown will end up increasing your stress level.



### ONLINE COUNSELLING SESSION



OFFLINE INTERACTIVE SESSION



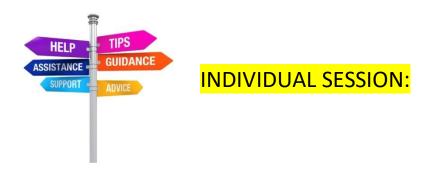
SOUTH CALCUTTA GIRLS' COLLEGE:

## <u>PSYCHOLOGICAL COUNSELLING CELL ACTIVITY</u> <u>REPORT:</u>

### SESSION: 2019-2020

### INTRODUCTION:

Counselling cell remains open every Wednesday from 12pm to 4pm. There is a separate room for counselling within the college premises. All the information shared by students are remained strictly confidential. Confidentiality is the prime condition of all counselling sessions. Besides individual sessions, counselling cell has also conducted several group sessions with power -point presentation. Our college had celebrated WORLD MENTAL HEALTH DAY on 10th SEPTEMBER 2019.



Psychological Counselling cell always help students to set their individual goals and maintain academic standards. It is also important to take one's own mental health as it affects individual's emotion, thinking, feeling, and physiological health also. In individual counselling session, student learns to understand their emotions, deal with anger, clear their doubts and conflict. During individual session students are also trained on how to strategies and take meaningful decisions. Every year nearly about 70-100 students take counselling help with satisfactory result.

### GROUP SESSIONS:



1.Counselling cell has conducted interactive session about 'INTRODUCION TO PSYCHOLOGICAL COUNSELLING' for Psychology department students on 26/9/2019. The session was conducted by college counsellor . The session was about counsellor and counselling. A counsellor is a trained person to deal with someone in distress. It is a process of being empathise, comfort and listen to someone whog experiencing emotional distress. Sessions could be one to one or one to many. Information are also provided about symptoms and severity of mental illness.



2.Counselling cell had also conducted interactive session about 'STRESS AND COPING' for psychology department on 27/9/2019.The session was conducted by college counsellor. The session was all about to give students on stress coping strategies. They were also demonstrated few mindfulness exercises.

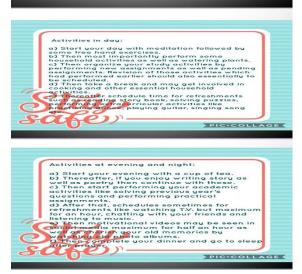


3. Counselling cell had conducted interactive session about UNDERSTADING MENTAL HEALTH AND MENTAL FITNESS' on 28/6/2019 for all the college students. The session was conducted by college counsellor. This session was about to understand emotions, Counselling and how to deal with it.



4.Psychological Counselling Cell along with Department of Psychology had also celebrated WORLD MENTAL HEALTH DAY in two segments. Poster presentation and power point presentation by students. Poster presentation was held on 4.09.2019 and power point

presentation was held on 25/09/2019. Several topics were given to each department. Psychology department represents on basic characteristic of mental health and differences between neurotic and psychotic disorder. Zoology, Botany, physiology, Psychology represents neurochemical functioning of mental health. Sociology, History, Philosophy, Education, represents early history and social stigma of mental health. Economics, Political Science, Geography represents world-wide and Indian statistical approach towards mental health and also state a glimpse of mental health act of India. English, Bengali departments presented the views of author about mental health in literature.



routine to perform daily activities.

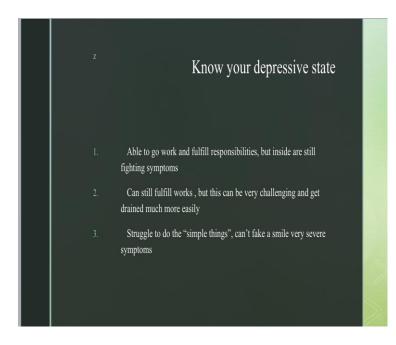
5.Counselling cell had also made a power point presentation for students on 'IDEAS TO KEEP CALM DURING LOCKDOWN DAYS'. It has already been uploaded to college website. Some suggestions were provided to deal with immediate psychological reactions. Some key points from power point presentation are given below.

MEDITATION –help to focus of present

SELF CARE- eat healthy, sleep well and stay fit.

TIME-SCHEDULING- Prepare a

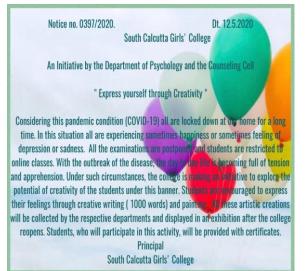
ACTIVITES IN MORNING & DAY- How to start your morning and to organise day time ACTIVITIES IN EVENING & NIGHT- How to manage evening and plan for good sleep.



6. Psychological Counselling Cell had also provided power point presentation on how to deal with depressive thoughts during lockdown ' WAYS TO FIGHT DEPRESSION AND COUNT YOUR BLESSINGS NOT YOUR PROBLES'.

7. Psychological Counselling cell and Department of Psychology had also conducted and IQAC promoted webinar on 'PSYCHO-SOCIAL WELLBEING IN PANDEMIC CONDITION (COVID-19) on 12th may from 4pm onwards. The speaker was Dr. Rima Mukherji who is Senior Consultant Psychiatrist and Founder Director of Crystal Minds. She is an empanelled Psychiatrist with American consulate and jointly collaborating in doing awareness program with West Bengal Commission for protection of child rights. The Reason behind this webinar was to motivate students and faculties and how to overcome stress during the pandemic.





8. Counselling cell had also initiated a program on 'EXPRESS YOURSELF THROUGH CREATIVITY' along with Department of Psychology. With the COVID-19 outbreak, our day to day life has become full of stress. In this connection students can express their feeling through creativity in form of creative writing and painting.



9. Counselling cell had taken initiative "SHARE YOUR INITIATIVE" where students can easily share their feeling through a help desk number.

10. Counselling cell is conducting series of webinar in every Wednesday. Topics were discussed

- a- Understanding difference between depression and sadness
- b- Stress and Anxiety in students with coping strategies

