

## **Policy Document on Student Grievance, Student Activities, Onsite-Online Library Services, Borrowing-Returning Books at Higher Quality Accredited Institutions**

Christo Ananth<sup>1</sup>

College of Engineering, AMA International University, Bahrain<sup>1</sup>

**Abstract-** This Policy Document gives an instrument to tending to understudies' complaints as indicated by fair treatment. This arrangement report incorporates complaints among understudies and understudies, understudies and workforce, understudies and non-scholastic staff, just as understudies and heads. Just endorsed understudy associations direct understudy exercises on or off the grounds. All University exercises directed by an authoritatively perceived understudy association must be endorsed by the Office of the Student Affairs. The motivation behind this strategy report and strategies is to give a lot of techniques to the direct of understudy exercises. This arrangement record and systems covers the arranging, booking, and by and large direct of understudy association exercises. This Policy Document additionally guarantees that the library framework is made accessible to understudies and employees every minute of every day inside and outside the grounds. This approach record and methods mean to give help to all library clients to guarantee full usage of library administrations. This approach report covers all clients of the library which incorporates personnel, understudies and staff. This Policy Document guarantee the particular headings, appropriate documentation and effectiveness of the obtaining and returning of books, reading material, references, diaries/magazines, various media materials, and other library assets in help for educating and learning forms. Understudies and employees will get to the Library framework remotely. This approach report and methodology expect to give explicit bearings and appropriate documentation on how books and other library materials are coursed and controlled and for proficient and quality support of understudies, staff, non-showing faculty and other individual from the learning network. This approach archive covers all borrowers of books to incorporate personnel, understudies and staff.

**Index Terms:** Borrowing-Returning Books, Higher Quality Accredited Institutions, Onsite-Online Library Services, Student Grievance, Student Activities.

### **I. INTRODUCTION**

Assent is a punishment given for resisting a standard inside the college. Suspension is the understudy is incidentally banned from entering the college because of an activity which isn't worthy to the standards of the college. Expulsion is the point at which the understudy is never again permitted or release from the college. Cautioning is an explanation that cautions the understudy of conceivable activity later on. The understudy association readies a yearly arrangement which subtleties the various exercises of the association. The yearly arrangement is embraced by the Office of the Student Affairs to the Dean of Student Services. The exercises in the yearly arrangement are completed as booked. On the off chance that there is an

action that should be completed that is excluded in the arrangement, the understudy association looks for endorsement from the administration through the Office of the Student Affairs. The solicitation for the holding of the exercises joins the program of exercises, the individuals/boards included and the financial limit. When the action is endorsed, the understudy association can begin the scattering of the direct of the movement. Any understudy association movement is assessed. The movement assessment structure is practiced by those engaged with the action. The aftereffects of the assessment are counted and broke down by the Research and Publication Office and the discoveries are considered for the following arranging. Curator guarantees accessibility of on location and on-line assets to workforce, staff and understudies. Understudies/Faculty individuals guarantees honesty of access to library materials, regardless of whether on location or on-line through their own entrance codes. I.T. Division encourages issuance of suitable access codes to on-line library administrations to personnel, staff and understudies. Library System alludes to the coordinated framework for dissemination and preparing of the books. The framework can create different reports, for example, getting history, bibliographic data of the books and different highlights. Login alludes to the client name/understudy/representative numbers used to get to the library framework. Secret key alludes to the code to be utilized in getting to the Library System. Library Card is a little paper or plastic card gave by a library for the sake of an enlisted borrower, to be displayed at the dissemination work area when looking at materials from its accumulations. Documentation is the procedure of methodically gathering, sorting out, putting away, recovering, and dispersing particular reports, particularly of a logical, specialized, or lawful nature, generally to encourage research or protect institutional memory. Likewise alludes to a gathering of archives relating to a particular subject, particularly when used to substantiate a point of reality. Library System is a stage for the Library Collection remotely open outside the grounds. The acquiring and returning of library materials are one the element of the framework.



## II. PROCEDURES IN STUDENT GRIEVANCE, STUDENT ACTIVITIES, ONSITE-ONLINE LIBRARY SERVICES, BORROWING-RETURNING BOOKS

An oppressed understudy records a composed grievance with the Office of Student Affairs. The case is talked about at the least level for conceivable settlement and the choice is finished with the Dean of Student Affairs. On the off chance that the case is uncertain, the Head of Student Affairs will advance the objection to the Student Disciplinary Tribunal (SDT) for formal examination or to the HRD if the respondent is an individual from the organization, workforce or non-educating staff. Endless supply of a case, a composed goals or potentially approval is given by Officer of Student Affairs if the case includes understudies, or by the HRD if the case includes an individual from the organization, workforce or nonteaching staff. Records of the grumblings and goals are kept in the workplaces of Officer of Student Affairs, HRD, and the concerned workplaces. Quality Records include: Letter of Complaints, Student Disciplinary Tribunal goals and Minutes of Investigation. These Documents are dispersed to Head of Administration, Overall Academic Dean, Dean of Student Services, College Deans and Head of Human Resources Department, Presidents of all Student Councils and Recognized Student Organizations, Head of Quality Assurance and Accreditation and Head of Student Affairs.

The understudy association readies a yearly arrangement which subtleties the various exercises of the association. The yearly arrangement is embraced by the Office of the Student Affairs to the Dean of Student Services. The exercises in the yearly arrangement are completed as booked. In the event that there is a movement that should be done that is excluded in the arrangement, the understudy association looks for endorsement from the administration through the Office of the Student Affairs. The solicitation for the holding of the exercises joins the program of exercises, the individuals/boards included and the financial limit. When the movement is endorsed, the understudy association can begin the dispersal of the direct of the action. Any understudy association action is assessed. The movement assessment structure is cultivated by those associated with the action. The consequences of the assessment are counted and broke down by the Research and Publication Office and the discoveries are considered for the following arranging. Quality Record incorporates Activity Proposal, Activity report. These Documents are dispersed to Head of Administration, Overall Academic Dean, Dean of Student Services, Head of Student Affairs, Head of Quality Assurance and Accreditation, College Deans, Presidents of all Student Councils and Recognized Student Organizations, Head of Facilities, Maintenance and Security, Head of IT. Any individual who plans to utilize the library assets ought to have his very own legitimate library card. With the utilization of their USN or brought together understudy number, they will be enrolled in the Librarian's entry for them to get to the OPAC. Subsequent to enrolling in the entrance, the understudies, workforce and staff can obtain the suitable number of books from the Reserve and Circulation Area for a predetermined loanable period. Simultaneously, workforce, understudy and staff can

get to the library assets accessible with the utilization of their enlisted USN number for understudy and representative number for personnel and staff. The above can be gotten to every minute of every day on and off the grounds. Present a legitimate library card for the present trimester together with the book/s that will be obtained to the Librarian/Library staff for handling. Custodian/Library Staff checks the library card's legitimacy date together with the book/s to be acquired, with the promotion number thought about front/back front of the book and with the relating book card. Understudy/representative number will be entered in the library framework to confirm if the number entered is enlisted or not. If not enlisted, said number will be gathered and spared in the framework into a single unit with the profile of the understudy/worker. The framework shows the acquiring/returning, late/s history of the understudy/representative together with the present crediting/getting/returning period. Book return period can be balanced is there is/are occasion/s, scratch-off, suspension of classes and such. Bookkeeper/Library staff ought to appropriately record/mirror the promotion number and due date on the date due segments of the library card, book card and date due slip (stuck on the last page of the book) separately. Custodian/Library staff should take out the book card from the book pocket connected at the back front of the book. Bookkeeper/Library staff asks the understudy/workforce to compose his/her ID/Employee number on the book card and discharge/give the book to the borrower. Understudies can obtain limit of three (3) books per exchange for three (3) days barring Friday, Saturday and occasions, sustainable for an additional three days. A postgraduate understudy can obtain limit of five (5) books per exchange for five (5) days barring occasions, sustainable for an additional five days relying upon the quantity of duplicate accessible or if there's no interest for such book/s. Full time employees are permitted to get limit of six (6) books per exchange for five (5) days barring Friday, Saturday and occasions, sustainable for an additional five days relying upon the quantity of duplicate accessible or if there's no interest for such book/s. Book/s obtained by understudies and workforce and staff ought to be returned multi week before the finish of each trimester and it will be a piece of the marking of freedom. Low maintenance employees are permitted to get limit of three (3) books per exchange for three (3) days barring Friday, Saturday and occasions, inexhaustible for an additional three days relying upon the quantity of duplicate accessible or if there's no interest for such book/s.

Books under Reserve Section and broad media materials can be acquired by the full/low maintenance personnel for one medium-term utilize as it were. Books under General Reference Section, for example, word references, reference books, handbooks, map books, chronological registries, catalogs, indexes, and files are for room utilize as it were. Proposals, print diaries/magazines and papers are room utilize as it were. Getting of books, print diaries/magazines and papers to be acquired/taken out from the library for photocopying purposes (restricted pages just, not the entire book) is considered one hour stipend/length. Understudy/worker ought to submit to the Librarian/Library staff the library card and ID and round out



the comparing photocopying structure. Custodian/Library Staff should take out the book card from the book pocket of the book to be acquired and set up together (library card, ID and the reexamined photocopying structure) for supervision. Understudy/representative ought to quickly restore the book/s obtained for accessibility in the library. Individual ID will be come back to the borrower, book card will be returned back to the book pocket of the acquired book for racking, photocopying structure for documenting in the record envelope. In case of lost/missing books and other library materials, educate promptly the Librarian/Library staff for any lost or missing book/s to stay away from past due fines. Lost book must be supplanted with a similar title or the most recent release of a similar title. On the off chance that the book isn't accessible, the borrower must be pay to the clerk the at present existing measure of the book to the clerk. Administrator/Library staff keeps together library card, understudy/representative ID and book card/for supervision. It will be returned back individually when the book/s or thing/s acquired is/are returned. Present the book obtained and illuminate the Librarian/Library staff if the book will be returned or reestablished. Curator/Library staff checks the state of the book acquired (great condition, no missing pages, and so on.), increase number, library card, book card, and due date. Date returned of acquired book/s will be pondered the date returned section of the library card and book card. Date due composed on the Date Due structure/slip (stuck on the last page of the book) ought to be sliced out and initialed/countersigned by the Librarian/Library staff. Curator/Library staff enters/encodes returned books in the Library framework under the record of the borrower and return back the library card to the understudy; workforce/worker card will be kept in the library. Books for restoration will be reached out in the framework; subtleties will be thought about the particular cards as needs be. For past due books, the Librarian/Library staff will set up the late slip structure to be paid at the clerk's window. Understudy/Employee should show the official receipts of the late fines paid to be reflected in the library card and past due logbook. ORs are recorded in the document organizer. Quality Records include: Borrowing History in the Library System, Library Cards and Library Overdue Fines. These Documents are disseminated to Accounts Office, Deans, Head of Administration, Library Office and Overall Academic Dean.

### III. CONCLUSION

This Policy Document give an instrument to tending to understudies' complaints as indicated by fair treatment. This arrangement report incorporates complaints among understudies and understudies, understudies and workforce, understudies and non-scholastic staff, just as understudies and heads. Just endorsed understudy associations direct understudy exercises on or off the grounds. All University exercises directed by an authoritatively perceived understudy association must be endorsed by the Office of the Student Affairs. The motivation behind this strategy report and strategies is to give a lot of techniques to the direct of understudy exercises. This arrangement record and

systems covers the arranging, booking, and by and large direct of understudy association exercises. This Policy Document additionally guarantees that the library framework is made accessible to understudies and employees every minute of every day inside and outside the grounds. This approach record and methods mean to give help to all library clients to guarantee full usage of library administrations. This approach report covers all clients of the library which incorporates personnel, understudies and staff. This Policy Document guarantee the particular headings, appropriate documentation and effectiveness of the obtaining and returning of books, reading material, references, diaries/magazines, various media materials, and other library assets in help for educating and learning forms. Understudies and employees will get to the Library framework remotely. This approach report and methodology expect to give explicit bearings and appropriate documentation on how books and other library materials are coursed and controlled and for proficient and quality support of understudies, staff, non-showing faculty and other individual from the learning network. This approach archive covers all borrowers of books to incorporate personnel, understudies and staff.

### REFERENCES

- [1] Bean, J. P., & Eaton, S. (2000). A psychological model of college student retention. In J. Braxton (Ed.), *Rethinking the departure puzzle: New theory and research on college student retention* (pp. 48–61). Memphis, TN: University of Vanderbilt Press.
- [2] Bensimon, E. M. (2007). The underestimated significance of practitioner knowledge in the scholarship of student success. *The Review of Higher Education*, 30 (4), 441–469.
- [3] Blaich, C. F., & Wise, K. S. (2010). Moving from assessment to institutional improvement. In T. A. Seifert, (Ed.). *Longitudinal Assessment for Institutional Improvement*. New Directions for Institutional Research, 2010 (S2), 67–78.
- [4] Blaich, C. F., & Wise, K. S. (2011a). From gathering to using assessment results: Lessons from the Wabash National Study (NILOA Occasional Paper No. 8). Urbana, IL: National Institute for Learning Outcomes Assessment.
- [5] Blaich, C. F., & Wise, K. S. (2011b). The Wabash National Study: The impact of teaching practices and institutional conditions on student growth. Paper presented at the annual meeting of the American Educational Research Association, New Orleans, LA.
- [6] Bolger, N., Davis, A., & Rafaeli, E. (2003). Diary methods: Capturing life as it is lived. *Annual Review of Psychology*, 54, 579–616.
- [7] Borden, V. M. H. & Young, J. W. (2007). Measurement validity and accountability for student learning. In V. M. H. Borden and G. R. Pike (Eds.), *Assessing and accounting for student learning: Beyond the Spellings Commission*. New Directions for Institutional Research, Assessment Supplement 2007, 19–37.
- [8] Bowen, H. R. (1977). *Investment in learning: The individual and social value of American higher education*. San Francisco: Jossey-Bass.
- [9] Boyer, E. L. (1987). *College: The undergraduate experience in America*. New York: Harper & Row.
- [10] Bridges, B. K., Cambridge, B., Kuh, G. D. & Leegwater, L. H. (2005). Student engagement at minority- serving institutions: Emerging lessons from the BEAMS project. *New Directions for Institutional Research*, 125.
- [11] Bridges, B. K., Kinzie, J., Nelson Laird, T. F., & Kuh, G. D. (2008). Student engagement and success at minority serving institutions. In M.



*International Journal of Advanced Research in Management, Architecture, Technology and Engineering (IJARMATE)*  
*Vol. IV, Issue V, May 2018*

Gasman, B. Baez, & C. S. Turner (Eds.), Understanding Minority-Serving Institutions . Albany, NY: SUNY Press.

[12] Brint, S., Cantwell, A. M., & Hanneman, R. A. (2008). The two cultures of undergraduate academic engagement. Research in Higher Education, 49 , 383–402.