



प्रो. (डॉ.) जसपाल एस. सन्धू
सचिव

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Secretary

DSO
Dir CDC



N/I

विश्वविद्यालय अनुदान आयोग
University Grants Commission
(मानव संसाधन विकास मंत्रालय, भारत सरकार)
(Ministry of Human Resource Development, Govt. of India)

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By Speed Post

D.O.No.F.1-11/2014(CPP-II)

27th January, 2016

Dear Sir/Madam,

The University Grants Commission has formulated the Guidelines on Safety of Students on and off Campuses of Higher Educational Institutional, which were communicated to you vide this office letter of even number dated 16th April, 2015. The guidelines are also uploaded on UGC website www.ugc.ac.in.

One of the important components of the guidelines is that all the HEIs should mandatorily put in place a broad-based "**Students Counseling System**" for the effective redressal of problems and challenges faced by students. It should be a unique, interactive and target-oriented system, involving students, teachers and parents to address common student concerns ranging from anxiety, stress, fear of change and failure to homesickness and a slew of other academic worries. It should bridge formal as well as communicative gaps between the students and the institution at large. Teacher counselors, trained to act as the guardians of students at the college level, should remain in close touch with the students allotted to them (batch of 25 students) throughout the year, cater to their emotional and intellectual needs and guide them to move up in their career at regular interval of time. Teacher counselors can coordinate with wardens of hostels and exchange personal details of students, academic record and behavior patterns for prompt pre-emptive or corrective action.

Besides, you are requested to kindly create a **Students Counseling Centre** in your esteemed university and the colleges affiliated to your university where the services of a trained psychologist may be used as and when required. The action taken in this regard may be sent to the undersigned at the earliest on counselingcentre.ugc@gmail.com.

With regards,

Yours sincerely,

(Jaspal S. Sandhu)

The Vice-Chancellor
North Eastern Hill University,
NEHU Campus,
Shilong-793 022,
Meghalaya.



Registration
19/2/16

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पूवोत्तर पर्वतीय विश्वविद्यालय

पू० प० विवि० परिसर, शिलांग-७९३०२२ (मेघालय)

North-Eastern Hill University

NEHU Campus, Shillong - 793 022 (Meghalaya)

Phone :

Grams : NEHU

No.28-10/Acad/Misc./2002 - 2543

23rd March, 2016.

NOTIFICATION

The Vice Chancellor, NEHU, Shillong is pleased to constitute a Committee of Students Counseling Systems with the following as its member:-

1. Prof. C.Nongbri - Chairperson
Department of Education
2. Prof. S.Dkhar - Member
Chairperson, Women Cell
3. Prof. H. Kayang - Member
Dean Students' Welfare
4. Dr. L.J.Singh - Member
Provost
5. Dr. R.L.Nongkhlaw - Member
Proctor
6. Dr. Mark B.G.Momin - Member
Medical Doctor
7. Dr. Srimoyee Ghosh - Member
Warden Umiam Hostel
8. Shri.Ravi Kant Mishra - Member
Department of Law
9. Smt.B.Rynjah - Convener
Deputy Registrar (Academic)

(B.Rynjah)

Deputy Registrar (Academic)

THE NORTH-EASTERN HILL UNIVERSITY COUNSELLING SERVICE FOR STUDENTS' WELFARE

Background

The University Grants Commission (UGC) has sent an order (2016) to all the Central Universities and Higher Education Institutions (HEIs) to set up a Student Counselling Service at their campuses to address problems of stress, anxiety and homesickness amongst students. Accordingly, the North-Eastern Hill University (NEHU), Shillong constituted a Committee of Students Counselling System for a period of three (3) years to work out the modalities, framework and term of reference and to suggest the same to the Academic Council for amendment of the Ordinances and relevant provisions to see that the students in NEHU get to the appropriate Students Counselling Centres in both the campuses. The Committee comprised of the following members:

- Chairperson** : Prof C. Nongbri, Department of Education, NEHU, Shillong.
- Convener** : Smt B. Rynjah, Deputy Registrar (Academic), NEHU, Shillong.
- Members** : Prof S. Dkhar, Chairperson, Women Cell, NEHU, Shillong
Prof H. Kayang, Dean of Students' Welfare (DSW) Ex-Officio member
Dr L. J. Singh, Provost, Ex-Officio Member
Dr R.L. Nongkhlaw, Proctor, Ex-Officio Member
Dr Mark B. G. Momin, Medical Health Officer,
Dr Srimoyee Ghosh, Warden Umiam Hostel
Shri Ravi Kant Mishra, Department of Law

The Students Counselling System may be named as The North-Eastern Hill University Counselling Service for Students' Welfare (NEHUCSSW). It will be responsible for the creation of policy for the provision of student services and to oversee the implementation of University's policies on student service provision and to provide timely advice to Academic Council (AC) on areas within its remit.

The Student Counselling Centre (SCC)

In accordance with the UGC's guidelines, NEHUCSSW proposed the institution of Student Counselling Centre (SCC) which will be located at the office of the DSW and function to make available the services free to all the Undergraduate, Post-graduate and Ph. D students of the University.

The main objective of Student Counselling Centre (SCC) is to promote the mental health of all NEHU students, to improve their quality of life and create a learning environment that facilitates their individual development.

The Student Counselling Centre, will function at two levels- at the Departmental and University levels.

At the Departmental level, the University will appoint the Teacher Counsellors who will act as the guardians of the students and remain in touch with the students allotted to them (batch

of 25 students) throughout the year to cater to their emotional and intellectual needs who will coordinate with the SCC at the University level.

At the University level, the SCC shall oversee the effective redressal of problems and challenges faced by the students. It shall comprise of the following members:

Dean of Students' Welfare

Provost

Proctor

Wardens – Two (2) from each Girls Hostels and Boys Hostels (on rotation)

Chairperson of Women Cell (NEHU)

Medical Health Officer

Coordinator of Placement Cell

Deputy Registrar (Academic)

North-Eastern Hill University Student Union (NEHUSU) – Two (2) (one female and male representative).

The SCC at the University level will be assisted by a team of professionally trained and widely experienced female and male Counsellors, psychologist and a psychiatrist, all of whom are accustomed to helping people from many backgrounds and cultures with a wide range of issues.

As specialists working with students, the team can help address whatever it is that may be of concern to students and is affecting their well-being. The team may offer a broad range of services including individual therapy, group therapy, as well as medication, assessment and management.

In addition to these, the team may provide a range of programmes to promote mental health, emotional wellness throughout the campus community. Our counsellors may conduct orientation and interact with students during orientation, conduct sensitization programmes and theme-focused short-term group sessions in consultation with SCC at the University level and with faculties in every academic department of the University.

The day to day function will be manned by a regular staff who will be appointed on contractual basis to look after the centre and do the correspondence with the students.

Modalities

About Counselling Agreement

All students who use the Student Counselling Centre will be required to sign a Counselling Agreement. This Agreement lays out the framework for the services offer in the Centre and helps to find an agreed way of working together. A leaflet will be prepared which gives detailed information of the principles and practices which underpin the Counselling Agreement.

All students who use the Student Counselling Centre will request a Counselling appointment will be offered in the first instance, a brief consultation appointment. The Centre may have a

brief consultation appointment. The Centre may have a large number of pre-booked appointment available at varied times throughout the week with different counsellors.

About the work of offer

The Centre will always offer the students a choice in the way they wish to work with: 1:1 work, workshops, therapeutic groups, or supported self help programmes.

About our Counsellors

All of our counsellors will have to receive sufficient training and experience to work with clients within the service, and receive clinical supervision on a regular basis. All of our counsellors are accountable to the service for the quality and appropriateness of the work they offer. If students wish to change counsellors the Centre will always endeavour to accommodate them.

If students have any concerns about the counselling they have received they should raise this with their counsellor or group facilitator in the first instance and then, if necessary, with the CSS Committee at the University level which will respond quickly to any complaints made and seek to correct any errors on the part of the Centre.

About record keeping

All the communication with the students and a record of every session will be kept notes of, along with any other relevant correspondence concerning you (such as letters to us from counsellor at the department and University levels etc.) These are kept in a confidential file (either on computer or in paper form) which is kept securely under the guidelines laid down by the university.

About Attendance

If students wish to receive a series of sessions of 1:1 counselling, an approximate number of sessions to work with the students will be agreed upon, based on the students' present needs and will be offered opportunities to review this work on a regular basis. If students wish to end counselling before the end of this agreement they are free to do so and would be asked to let the counsellors know in good time so that their place can be re-allocated without loss of time. If students choose to take part in group counselling it will ordinarily be expected that students will commit to attend the whole course as a group.

A good time of notice will always be given if for any reason the Centre needs to cancel or change the time of a session that has been arranged. The same will apply for students also to give the Centre as much notice as possible if one has to cancel a session or is unable to attend a group counselling (Ideally 48 hours).

About the Students' privacy

The Centre wishes to uphold students' right to privacy and as a result the Centre will always give the students the opportunity to discuss the confidentiality framework with the Counsellors. As a service the Centre is bound by certain university requirements and also by the law so it is not possible to offer complete confidentiality in all circumstances.

About the Students' Feedback

The Centre is always happy to receive feedback about the services and students will be asked to complete an evaluation at the end of their work with the Centre. Information from the evaluation will be used to inform our practice and may be reproduced in our reporting to the university.

A set of questionnaires within counselling to monitor the students' psychological state and to gather information about their progress will be made use of. The Centre will also sometimes use this information in an anonymous form, to gather statistics about the issues clients bring and the impact of counselling, which the Centre may wish to use in our statistical reporting to the university.

Opening hours and the details on how to request an appointment can be found on the Counselling Webpage.