

# ROLE OF SUPPORT STAFF IN QUALITY EDUCATION

Mrs. Gauri Devasthale



IQAC Co-ordinator

Abeda Inamdar Senior College of Arts,  
Science and Commerce, Pune.

E mail : [iqacaisc@yahoo.com](mailto:iqacaisc@yahoo.com)

Mobile: 9822418705

# FUNCTIONAL AREAS

- Administrative Office
- Finance/Accounts Section
- Admission and related areas
- Departments/Laboratories
- Student Services
- Library
- Examination



# ROUTINE DUTIES



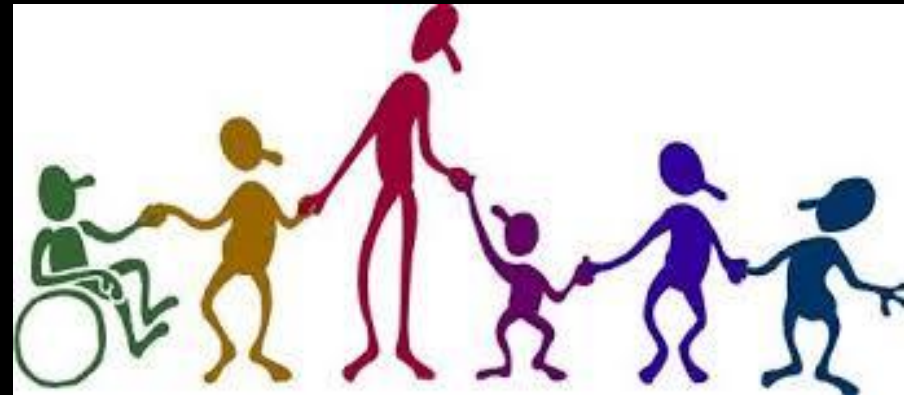
# ADMINISTRATION AND FINANCE

- Correspondence
- Documentation
- Submissions
- Staff Records
- Record Keeping
- Maintaining Accounts
- Financial Audit



# ADMISSION AND STUDENT SERVICES

- Monitoring of online admission Process
- Issue of Fee challan
- Receiving documents & Issue of I-Card
- Maintaining student data
- Eligibility
- Scholarships
- Issue of Transfer/ Bonafide
- College leaving certificates



# LABORATORIES/DEPARTMENTS

- *Maintaining Cleanliness in Laboratory/Dept.*
- *Maintaining Dead stock registers*
- *Purchase records and bills*
- Stock taking :chemicals, glassware, instruments
- Assistance in conducting laboratory sessions
- To report about breakages/losses in laboratory
- To ensure that all the cupboards, doors, windows properly closed







# LIBRARY



- Book issue and return
- Managing magazine/journal section
- Processing of new books and their bills
- Scanning of books/articles/news paper clipping
- Student and staff attendance
- Acquisition of books/magazines/journals
- To Maintain and update of OPAC
- Shelving of returned books
- Updating website/blog



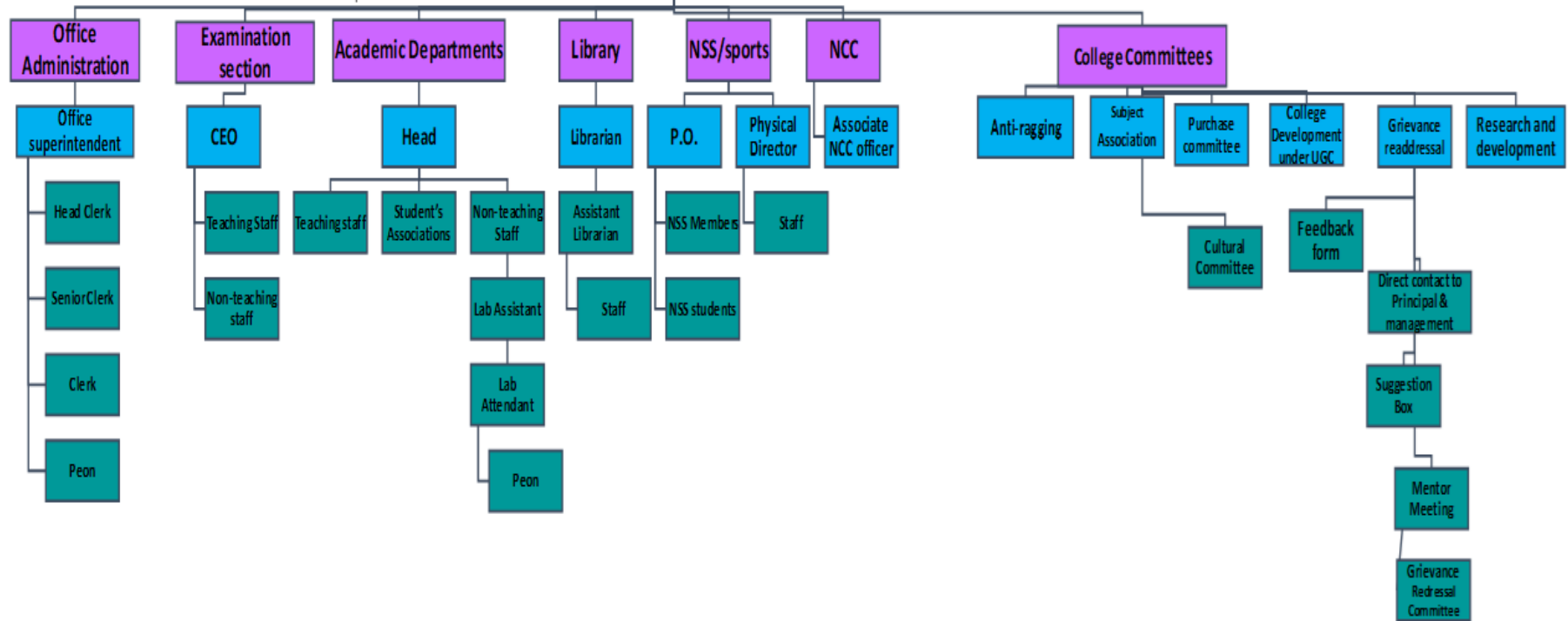
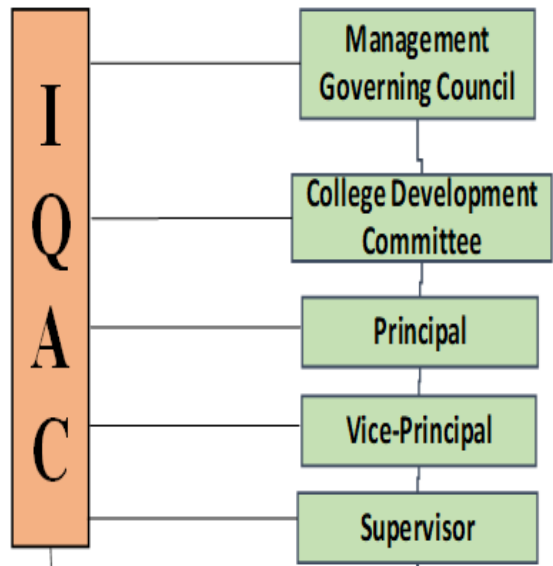
# EXAMINATION SECTION

- Display of notices for schedules regarding examination
- Printing and distribution of admit cards
- **Planning for conducting examinations and its execution**
- Declaration of results and distribution of Mark-sheets
- **Preparing result summary of the institute**



# MY ROLE AS AN INDIVIDUAL





# ACCEPT AND ADAPT ATTITUDE

“ ATTITUDE  
IS A LITTLE  
THING  
THAT MAKES A  
BIG  
DIFFERENCE ”

## ADAPTABILITY

the quality of being able to adjust  
to new conditions;  
the capacity to be modified for a  
new use or purpose



what are other  
words for  
adaptability?

flexibility, versatility,  
adjustability, malleability,  
plasticity, elasticity, pliancy,  
compliance, resilience



# LEARNING TO ADOPT

## Development of Interpersonal Skills

- Update and upgrade
- Positive Mindset for Accelerated Growth.
- Meeting and Mannerisms : Effective Communication and correspondence
- Time and Stress Management.
- Human values and Professional ethics



# HOW WILL YOU WORK



## TEAMWORK

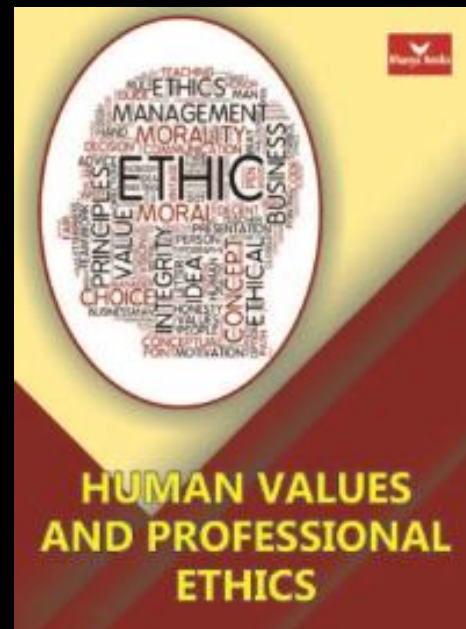
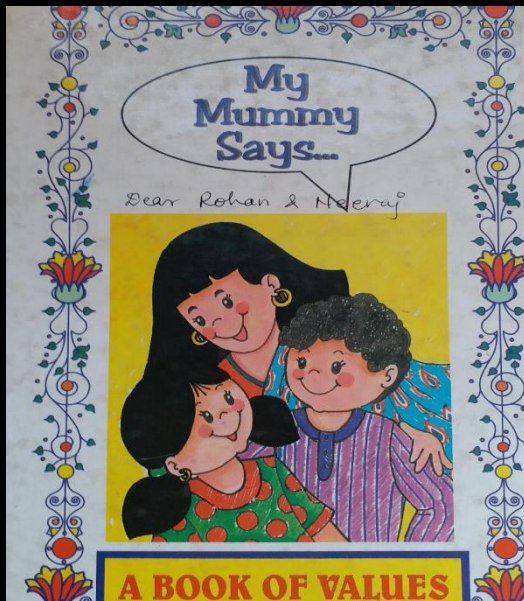


- Working together to achieve common goal
- Everyone has to 'play the game' to win
- Everyone in the team is important.
- Communication is essential for team to succeed.
- Good group cohesiveness
- Rest and Recreation

Yes, Work  
**HARD...**  
But Also  
Work  
**SMART**



# PROFESSIONAL VALUES AND ETHICS



- Honesty
- Trustworthiness
- Responsibility
- Respect
- Peacemaking
- Empathy
- Tolerance
- Patience
- Gratitude
- Enthusiasm
- Faith
- Achievement
- Creativity
- Integrity



# UPDATE AND UPGRADE: FACULTY DEVELOPMENT PROGRAMS

---

- Computer Literacy: Use of latest technology and software for Accounts/ Purchase/ Library
- Maximum Digitalization

ERP systems/ Record Keeping/ correspondence

- Update subject Knowledge

Lab technology/ Practical knowledge/ SOP

- Rules and Regulations

Administration/Self Appraisal/ Welfare schemes

# POSITIVE MINDSET



- Surround yourself with positive people
- Fill your mind with positive input.
- Be nice to other people.
- Assume responsibility, and choose your response.
- Decide your reaction to known problems ahead of time.
- Set Goals
- Stop Complaining

MINDSET IS  
WHAT  
SEPARATES THE  
BEST FROM THE  
REST.

POSITIVE  
THINKING  

---

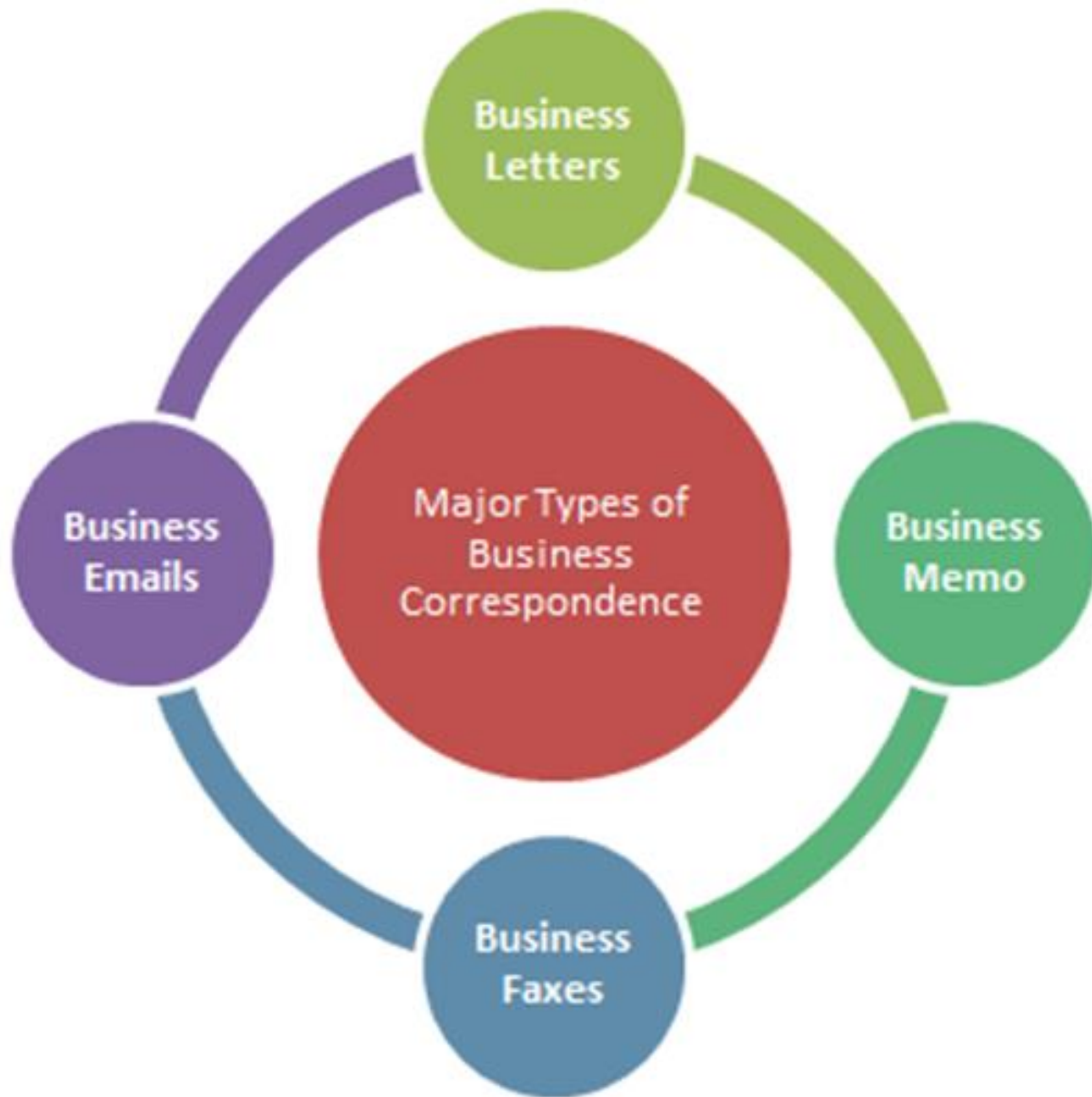
POSITIVE  
OUTCOME

# MEETING AND MANNERISMS

- Effective Communication and correspondence with stake holders :  
Oral, Written and Body Language,  
Manner words
- Don't ignore people
- Don't interrupt people
- Turn your phone down
- Don't make personal remarks
- Show up on time and come prepared
- Meet with a positive attitude
- Contribution meeting goal & agenda
- Attack the problem, not the person

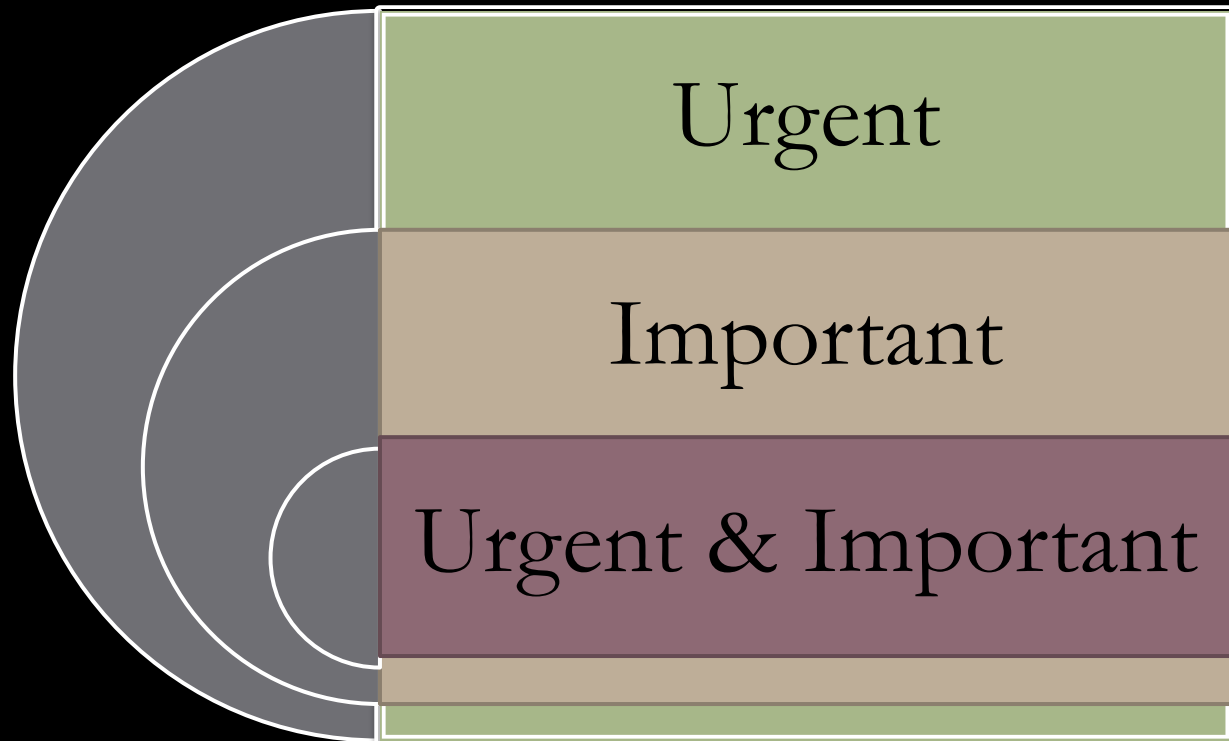
Good manners are just a way of showing other people that we have respect for them.







# TIME MANAGEMENT



# Time Management Tips

1. Set goals correctly

2. Prioritize wisely

3. Set a time limit

4. Take breaks between tasks

5. Organize yourself

6. Remove non-essential tasks

7. Plan ahead

# STRESS MANAGEMENT

- 1) Physical: Nutrition & Diet, Exercise, Rest
- 2) Mental: Good Interpersonal Skills
- 3) Emotional: Gratitude, Satisfaction, Faith, Compassion, Empathy
- 4) Social: Stability, Justice, Peace, Welfare

THINK POSITIVELY

EAT HEALTHY WORK HARD

EXERCISE DAILY

STAY STRONG HAVE

FAITH WORRY LESS

READ MORE RELAX

ROUTINELY LAUGH

OFTEN LOVE FREELY

LIVE RESPECTFULLY

WALK IN PEACE

BE HAPPY





# RELIEVE WORK STRESS



Take  
Responsibility



Good  
Communication



Think  
Positively



Take care  
of yourself



Get organized



Listen &  
Understand



Trust &  
Acceptance

## SUPPORT TO SUPPORT STAFF

### Capability Enhancement Programs:

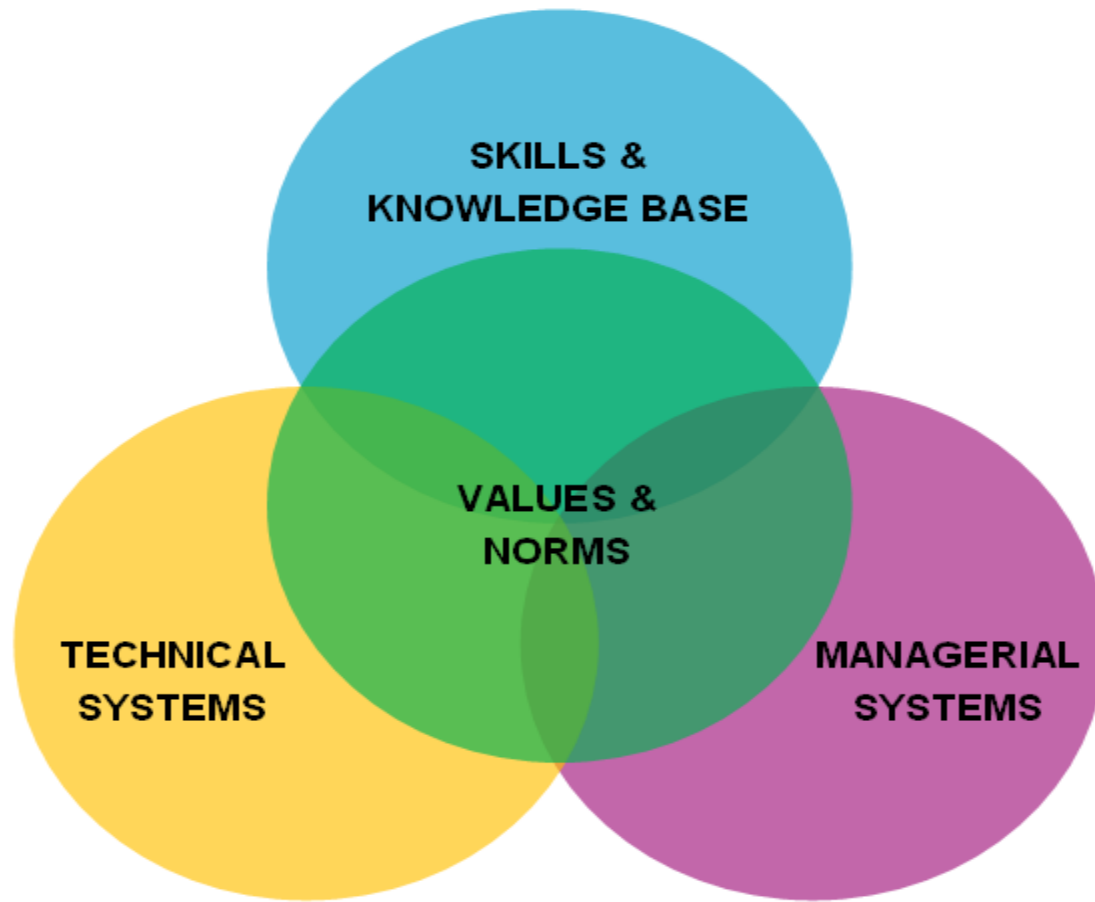
- Work profile related
- Soft Skills development programs
- Computer Literacy
- Skill set Development
- Stress management workshops
- Training Programs outside the Institute

### Welfare Schemes:

- Routine Health check-ups and concession in medical facilities
- Relaxation Programs
- Recognitions and awards
- Concessions to wards
- Credit society/loan facilities
- Transport facilities



# FOUR DIMENSIONAL DEVELOPMENT



Competence is the set of demonstrable characteristics and skills that enable, and improve the efficiency of performance of a job.



thank  
you