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Best Practice II

1. Title of the Practice- Policy of Reduction of Tuition Fees to help Students pursue Programmes During COVID 19

2. Objectives of the Practice

- To address stress of students and parents facing economic challenges and hardships precipitated by the Pandemic.
- To ensure smooth and continuous academic progression especially stress free taking of online University examinations.
- To sustain a comfortable academic ecosystem in the HEI so that healthy minds cope with the Pandemic year/s.

3. The Context-

The HEI was acutely conscious of the disturbed condition of the students due to the Pandemic and Lockdown. Many students both from the middle income group and economically challenged group encountered serious shortage of funds owing to pay cuts and even loss of regular employment of their parent/s. In the online mode it was necessary to constantly purchase and update data packs, in addition to the necessary expenditure of every household. To address this scenario the Policy of Fees Reduction was adopted.

4. The Practice

The HEI led by the Principal and staff in charge of fees collection decided to keep both online and offline payment channels open from December 2020. The rate of fees charged was altered to make it more affordable. A staggered payment collection system was introduced so that maximum allowance to meet fees collection road map could be given. Attention was also paid to expedite the process of refund of admission fees. It was kept in mind that due to the Pandemic families were under severe constraints and the HEI took the move in full awareness of its social responsibility of reaching out to its stakeholders and help in their learning outcome.



5. Evidence of Success

The HEI has not experienced any shortfall in its enrolment of Entry years 2020 and 2021. It is clear that the HEI's all round effort at sustaining teaching-learning had paid off; the policy of fees reduction acted as an encouraging impetus to make the student concentrate on academics and look towards a brighter future despite the gloom of the Pandemic.

6. Problems

Initially it was a challenge to set up series of meetings during the raging Pandemic with probable vendor-banks. However both online and some offline meets (observing all essential health protocols) could be set up. The commercial approach of the banker had to be modified and extensive sessions had to be conducted to sensitize them of light customising of collection processes to favour needy stakeholders. Finally, as with all online processes, departments continuously liaised with their respective students to acquire information of net accessibility and related problems. The system management process was exhausting and there were unexpected technical blocks.