

7.2 Best Practices

The Best Practices espoused by an institution serve as yardsticks to measure its standard and quality. They serve as springboards to achieve perennial success. They act as testimony of the reputation of any institution. The institution adopts the following best practices:

- 1. Online Fee Payment**
- 2. Smart Notification System using Intranet**

Best Practice 1:

Title of the Practice: Online Fee Payment

Objectives of the Practice: To enable students and their sponsors or parents pay college fees through Online Internet Banking.

The Context: The simple act of collecting payment from students was quite complex. The students felt very difficult to spare time to stand in long queues waiting for their turns to pay their fee. They also faced the risk of safeguarding the fee money until they make payment. The fee counters were flooded with students trying to clear their fee on time creating unnecessary commotions and hassles. Online Fee Payment System was brought out as a boon to resolve the above inconveniences in fee payment.

The Practice: The practice of Online Fee Payment was brought into practice from the month of December 2018. This system enables students and their sponsors or parents to pay all kinds of college fee through online. The sponsors residing abroad will be able to save money as well as time.

Evidence of Success: Students have given a positive feedback regarding the Online Payment system brought into practice. They have expressed that this system has reduced their time and energy which could very well be channelized and utilized to concentrate on their studies. Parents have also felt that this system has reduced their physical burden as well as their valuable time which they would otherwise have spent in long queues.

Problems Encountered and Resources Required: It has been seldom reported that the students go wrong in filling the fee challan themselves and making online transactions. They sometimes commit blunders in making the correct amount of fee. But otherwise the system has proved quite fruitful and easy both for the payer as well as the receiver. Of course, the system requires constant verification and follow up of the details of fee payment of all the students before the stipulated date and reminding them as and on to pay their fee on time.

Best Practice 2:

Title of the Practice: Smart Notification System using Intranet

Objectives of the Practice:

- To reduce time in filing, organizing and searching for paper documents or circulars.
- To find files at the click of a button more quickly than the laborious, manual process of searching a file in shelves and cupboards.
- To avoid papers taking up lot of space making the cupboards stuffy and accumulating.
- To reduce money spent on papers, printers and ink

The Context: The institution found hard to track the whereabouts of circular of the past years since reams of papers have the chances of getting lost, misplaced, misfiled or destroyed unnoticed. It was also found difficult to monitor the access and printing of circulars. The shuffling of circulars between the individuals and the departments were so tedious. Hence the need for a proper system to digitally distribute circulars easily was felt and the practice of sending circulars through Intranet was adopted as a resolution.

The Practice: The institution has adopted the practice of sending circulars through Intranet to overcome the difficulties faced in maintaining manual circular files. It has been decided to make use of Intranet as a main vehicle for dissemination of relevant information. The access of Intranet has been restricted by means of login user-ids and passwords. Only those users who have an authentic user-id and password will be able to enter the Intranet and view the information placed there. It has been used to send the placement news, circulars, daily events, schedules, cultural events, workshops, etc. It has paved a way to send student Periodic Test results to their parents through short message services (SMS).

Evidence of Success: The system has enabled real-time and accurate data reception in less time. It has proved to be simple and user friendly. It has made sharing faster and has served as an easy way of online communication with the users. The proposed system does not require any extra hardware. The system is flexible to use at any domain at any time and also, we can update

our notification according to user's requirement. It also enables to update notification at any time.

Problems Encountered and Resources Required: One problem faced with the system is that the notification will be removed from system after the prescribed date of validation. The problem can be rectified by proper e-filing of documents by downloading them as soon as they are circulated through intranets.