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IMPORTANCE OF STUDENT SUPPORT SYSTEM IN PROFESSIONAL INSTITUTES: TRENDS AND CHALLENGES**ANURAG DILRAJ****SR. LECTURER****INSTITUTE OF BUSINESS MANAGEMENT & RESEARCH****IPS ACADEMY****INDORE****DR. ASHOK JHAWAR****PROFESSOR****INSTITUTE OF BUSINESS MANAGEMENT & RESEARCH****IPS ACADEMY****INDORE****ABSTRACT**

Modern professional education requires a system, which can provide a wholesome education to the students. Professional institutes need to develop Student support system and Services which consists of a range of facilities and applications which support our students for studies and career related activities. Education is now more focused on providing online and offline facilities to the students. The administrators and faculties need to facilitate the learning and teaching process through these systems. The study has been conducted to evaluate various student support activities provided by the professional institutes.

KEYWORDS

student supportive system, professional education, higher education, professional institutes.

INTRODUCTION

The professional education in India is witnessing a paradigm shift in present educational system. Various institutes are coming up which are providing latest infrastructure and student support system. The actual system begins from the time of admission of the students. Students need to be counseled well before joining the course so that they know the requirement of the course and associated problem and benefits. A properly framed system helps both the institute and the student to pan the studies and career.

There are two categories of system usually adopted by the institutes:

1. Offline systems
2. Online systems

Offline systems: The offline systems consist of the infrastructure, books, hostel, computer, medical aid, admission cell, counseling cell etc. These systems are usually the traditional systems, which are a part of almost all the professional institutes. The offline system requires human resource and professional, which need to be appointed for each facilities separately. The cost of maintaining and keeping the system is high.

Online systems: The online system consists of the use of ICT (Information and communication technologies) in institutes. These are the systems, which are accessible through a network using a computer or a mobile application. Present day institutes are using such system for better management and cost efficiency.

REVIEW OF LITERATURE

- A study done by Alan Tait (2010) examines the various factors that need to be taken into account in the planning of student support in open and distance learning systems. The factors discussed arise from the characteristics of the students, the demands of academic programmes and courses, the geographical environment, the technological infrastructure, the scale of the programme, and the requirements of management. These factors interact in complex ways, such that while none can be ignored, none can be given overall priority. The author provides a comprehensive analysis of the many factors that need to be taken into account.
- Ved Prakash (2007) studied the challenges and growth of the Indian higher education system. The challenge of global competitiveness has been added to other demanding tasks such as access, equity, relevance, quality, privatization and internationalization in the face of a resource crunch. This article gives an overview of trends in the expansion of higher education and examines variations in participation across states, gender and social groups. The author discusses the trends in the financing of higher education and the required resources to meet the target of allocating 6 per cent of the GDP to education.
- Jandhyala B. G. Tilak and N. V. Varghese (1991) analyzed the present pattern of funding higher education in India and to discuss the desirability and feasibility of various alternative methods of funding the same. Higher education in India is basically a state funded sector. But as higher education benefits not only society at large, but also individuals specifically, and as it attracts relatively more privileged sections of the society, there is a rationale for shifting the financial burden to the individual domain from the social domain.
- N. Senthilkumar, A. Arulraj (2006) discussed a model to prove that the placement is the mediated factor for various dimensions of quality education. The model helps to identify three service areas to be focused in the higher educational institutions for improving the quality of service. These dimensions are necessary for improving the quality of higher education in India. The educationist says that, education is a change of behavior of students. The higher educational institutions should come forward to adapt the sub-dimensions of quality variables to enhance the outcome of education.

OBJECTIVES OF THE STUDY

To compare the student services provided by three categories of institutes regarding the expected and perceived quality of teaching-learning process, library, placement and infrastructure facilities

METHODOLOGY

For this study, a Qualitative percentage analysis method using a tabular comparison was considered. The student's views and opinion was studied by a descriptive research. The respondents were chosen from three categories of institutes viz. Govt., private, university teaching departments.

(I) RESEARCH TOOL

A self-developed questionnaire was used as the research tool for undertaking the present study. The questionnaire consists of 15 questions, which were choice based. The questions were related to the Teaching-learning process, library facilities, placements and infrastructure facilities.

(II) SAMPLE DESIGN

The sample consists of 120 students of three categories of institutes. A stratum of 40 students was considered from each institute. The three categories were Govt., private and university teaching departments.

DATA ANALYSIS

TABLE 1

S.No	Particulars	Govt. College		Private college		University Teaching Department	
		YES (%)	NO (%)	YES (%)	NO (%)	YES (%)	NO (%)
Teaching-learning process							
1	Satisfied with the syllabus content	66	44	47	53	69	31
2	Latest Teaching aids	27	73	89	11	67	33
3	Online Assignments	18	82	66	34	12	88
4	Online query solution	0	100	22	78	18	82
5	Group Activities	55	45	81	19	76	24
6	Practical Approach in learning	57	43	69	31	64	36
Library facilities							
7	Availability of course related books	72	28	81	19	77	23
8	Availability of Journals, Newspapers, Magazine	54	46	89	11	64	36
9	Online Subscription to databases & e-library	12	88	45	55	56	64
10	Access to library after college hours	10	90	0	100	22	38
Placements							
11	Is there a placement season	0	100	42	58	26	74
12	Specialization wise Guidance is available	12	88	86	14	79	21
13	Communication skill classes	22	78	63	37	57	63
14	Availability of Training and guidance cell	100	0	100	0	100	0
15	More than one placement opportunity	11	89	79	21	19	81
16	Satisfaction of Overall Placement process	12	88	71	29	58	42
Infrastructure							
17	Spacious classrooms	66	34	88	12	81	19
18	LCD projectors	14	86	84	16	67	33
19	Cafeteria	0	100	82	18	56	44
20	Seminar Hall	81	19	98	2	100	0
21	Playground	79	21	84	16	87	13
22	Medical Facilities	2	98	64	36	21	79
23	Sports Complex/Facilities	84	16	89	11	24	76

INTERPRETATION

1. TEACHING LEARNING PROCESS

- (a) It is observed that most of the students in Govt. institutes (66%) and UTD (69%) are satisfied with the syllabus while in private institutes the satisfaction is only 47%.
- (b) Latest teaching aids are being used in Private institutes (89%) and UTD (67%)
- (c) Online assignments were mostly given in private institutes (66%)
- (d) Online query solution was not being used in any of the categories. Especially in Govt. institutes it was missing
- (e) Group Activities like group assignments, projects, discussions case studies were mostly given in private institutes (81%) and UTDs (76%)
- (f) The Practical Approach in learning was found mostly in private college (69%) and in govt. institutes (64%)

2. LIBRARY FACILITIES

- a) Course related books are available in all categories of institute's i.e. Govt. (72%), private institutes (81%) and UTDs (77%)
- b) Availability of Journals, Newspapers, and Magazine was mostly there in private institutes and UTD. Through the govt. colleges also have these but in lesser quantities.
- c) Online Subscription to databases & e-library was mostly found in UTDs (56%)
- d) Access to library after college hours was available with very few colleges

3. PLACEMENTS

- a) Most of the students feel that there is no proper placement season in the institutes.
- b) Specialization wise Guidance is available in private(86%) and govt.(79%) institutes
- c) Most of the students in private institutes (63%) and UTD (57%) say that there are proper communication skill classes. But in govt. institutes these classes are less.
- d) Availability of Training and guidance cell is there in all types of institutes
- e) Students in private institutes (79%) have more than one placement opportunity
- f) Overall satisfaction of Placement process was found in private colleges (71%) and UTDs (58%)

4. INFRASTRUCTURE

- a) Most institution have spacious classrooms
- b) LCD projectors are mostly used in Private institutes and UTDs.
- c) Medical facilities are present in private institutes (64%)
- d) Sports and playground are provided by most institutes.

SUGGESTIONS

- Professional education requires a proper setup of teaching and learning activities which must be taken care of during session planning
- Student support system must be created keeping in mind the cost and the curriculum which the students undertake
- Government colleges must utilize the funds to create a better career development program
- Placements are related to the skill development. Institutes must conduct skill development programs to enhance the skills of the students
- Online system in some format should be used by all the institutes so that it provides a strong learning base for the students
- Group activities and assignments must be pre planned and the details must be rated or marked using some point system or a credit based system

CONCLUSION

The benefits of a good student support system are both for the student and organizations. Professional institutes are not just imparting a degree but they are also defining career of a student. Even though the institutes have a good infrastructure, they are not focusing on a proper student management. The need of the hour is a system, which is cost-effective and also provides benefits to all. The students must also be made aware of the structure, course curriculum, career opportunities and dimensions related to their education.

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