

# A Study on Best Practices in Student Support and Progression

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**Abstract:** With the fast changing time, the higher educational institutions are constantly evolving to fulfill their roles to cope up with the changes around. Periodically the evolutionary pace of progress is also disrupted by the need for more extreme and revolutionary makeovers. As the traditional students make way for becoming Gen-Z students, the incoming new generation increasingly holds expectations of access to advanced software and communication resources. The new aged pupils have been conditioned to having instant access to information and engaging in real time communication on a global scale. They are prone to taking action and are often willing to proceed without the base of theory. The education institutes now need to cater the needs of students not only on the academic front but also on various other grounds like socio economic front, administrative services, career guidance etc. Here evolves the concept of Student Support and Progression. In today's competitive era, it is difficult to find an institution that does not deliver some sort of program or services to assist academically disadvantaged students to a lack of guidance, indecisiveness, and poor placement scores, it has become critical for institutions to provide effective and outcome driven academic support programming that strongly encourages student involvement. In this study, the focus is on reviewing the forces behind change as well as exemplary innovations by educational institutions, especially with regard to student support and progression. In the later part, the paper aims to emphasize the role and the importance that student services have in improving students' academic experience, leading to a holistic growth.

**Key words:** revolutionary, communication resources, innovations, holistic growth.

## I. INTRODUCTION

The format of SSP (Student Support and progression) programs at most colleges encourage students to get involved and integrated into campus life. The program provides students with a variety of educational services and places an emphasis on academic success. All services are designed to give students the academic skills and confidence that are necessary for success in college. The program is committed to helping students learn subject matter through activities such as supplemental instruction, course instruction, computer-assisted instructional laboratories, study groups, and tutoring. In simple words, it can be said that student support and progression is the wide range of activities taken up by HEIs to fulfill the needs of the students in various fields like academics, infrastructure, career guidance, social activities etc.

The student services concept is used to describe the divisions or departments which provide services and student support in higher education. Its purpose is to ensure the students growth and development during the academic experience. (NASPA, 2102).

Amid increasing diversity of students admitted to college, there has evolved additional support services that have contributed to the academic and personal development of students, including academic skills development programs and specific support to students who have difficulty learning or adapting to university life. Such services contribute to the quality of the academic experience and help students to achieve learning potential.

In India, NAAC being the apex body for the accreditation process, has laid down various parameters and requisites to be adopted and implemented by the institutes across the country. This helps them to create a base for getting oneself accredited as well as provide the required services to the students.