



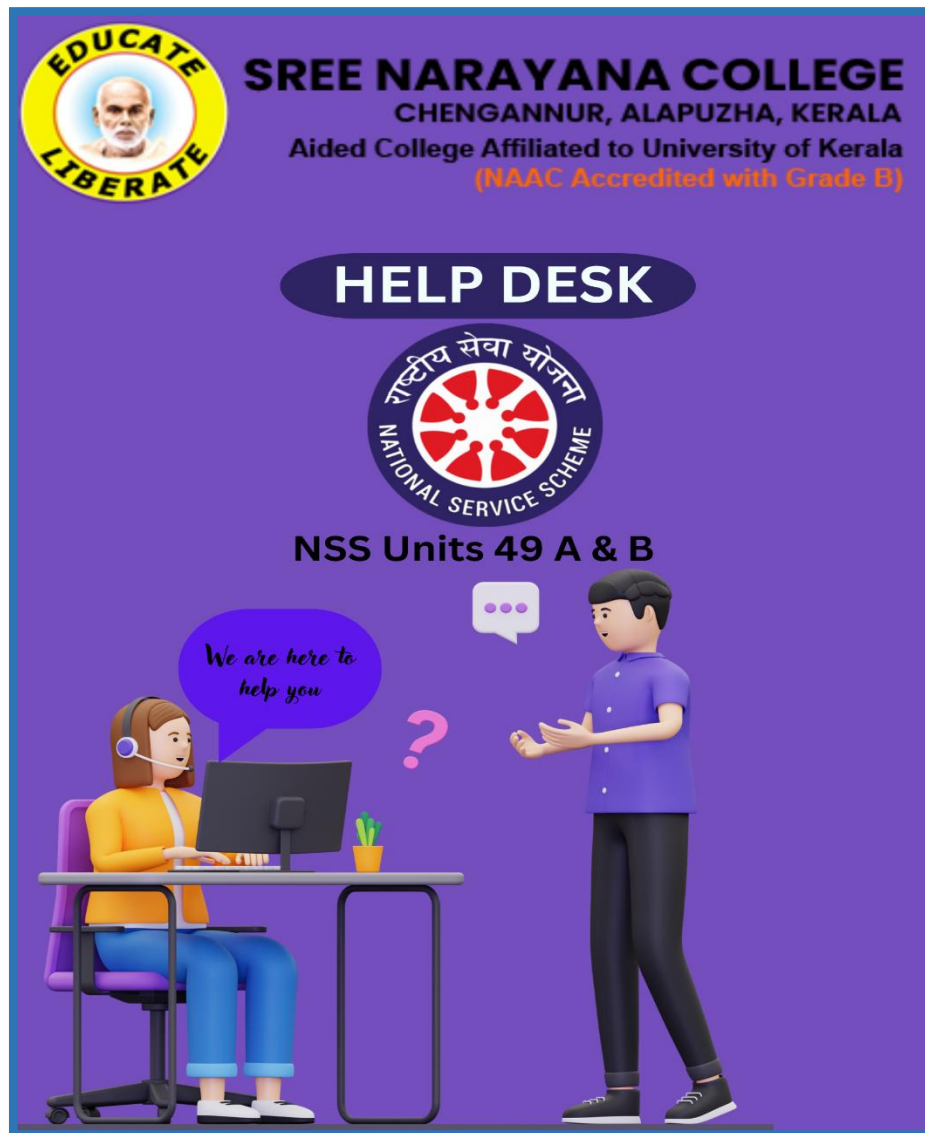
**Sree Narayana College Chengannur**

Estd:1981  
Alapuzha, Kerala



NATIONAL SERVICE SCHEME 49 A & B

## Help Desk

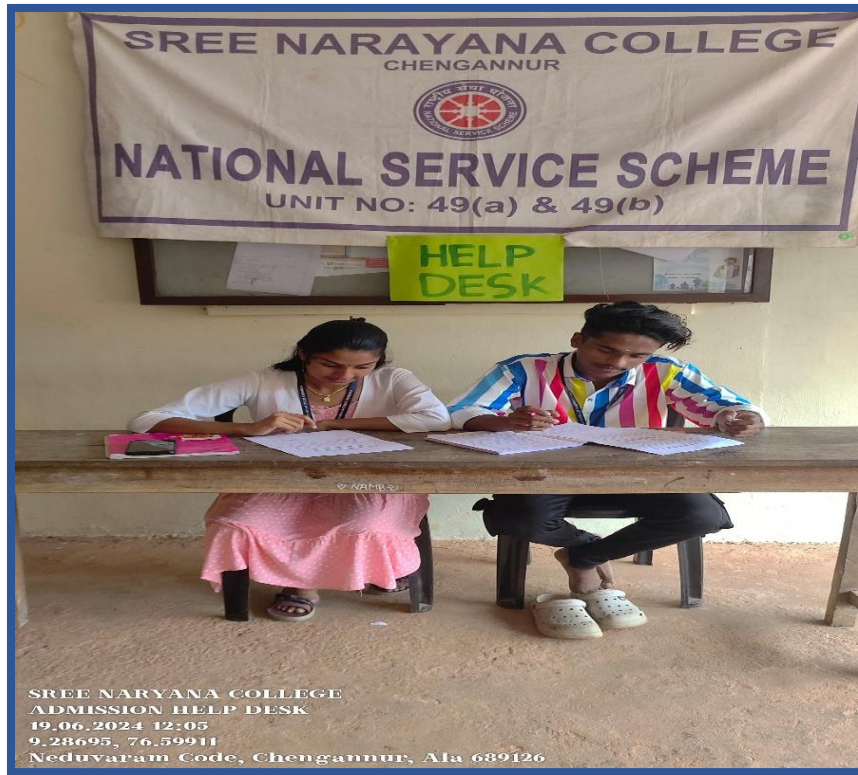


The NSS units 49 A & B of the college functions as help desk for various programmes like UG & PG admission, Guest lecturer interview, Sports meet, Arts fest, Blood donation drive etc. The help desk in the college greatly benefit students, staff, and faculties by providing centralized support and information. The Desk understands the specific needs of the college community. This could include IT support, academic assistance, administrative queries, etc.

The Help desk performed as admission help desk from 19-06-2024 to 24-06-2024 to assist the admission committee of the college. They provided general information about admission process and other relevant details regarding admission. These volunteers are equipped to respond the inquiries arise from prospective students, parents, and others via phone, email, or in-person visits. These inquiries might pertain to application procedures, financial aid, scholarships, campus tours, and more. The help desk guides applicants through the application process, helping them

understand the necessary documentation, forms, and steps required to complete their applications accurately and on time and also helps applicants to complete admission forms and any other required documentation. This might include troubleshooting technical issues with online application portals.

### Admission Help Desk



## Guest Lecturer Interview Help Desk

The Help Desk of the NSS units performed as guest lecturer interview on 24/06/2024 for the guest lecturer interview conducted on 24/06/2024. The help desk specifically functioned for assisting guest lecturers during their interview in the college to ensure smooth and professional experience for the interview. The volunteers supported the needs of the candidates before, during, and after their interviews. This could include travel arrangements, technical assistance, interview schedules, and campus navigation



## Conclusion

The Help Desk of the NSS units continuously striving. to resolve as many issues as possible. The desk achieves high levels of customer satisfaction by providing courteous, knowledgeable, and effective support throughout the year.