

## Report on Capacity Building Programme for Non-Teaching Staff 22.4.2026, Wednesday, 10.00 AM

In the continued pursuit of institutional excellence, administrative efficiency and workforce empowerment the Internal Quality Assurance Cell (IQAC), JSS Academy of Higher Education & Research (JSS AHER), Mysuru, organized a one-day **Capacity Building Programme for Non-Teaching Staff** on 22<sup>nd</sup> April 2026 under the annual theme ‘**One World, One Health: Intelligent Solutions.**’

Held under the banner ‘**Building Skills for a Smarter Workforce,**’ the programme reflected the institution’s unwavering commitment to holistic development, staff enrichment and administrative excellence.

The initiative was designed to strengthen the professional competence, technological adaptability, workplace efficiency and ethical foundations of non-teaching staff, who remain an indispensable pillar in the effective functioning of the institution.

### Inaugural Session

The programme commenced with an inaugural session highlighting the vital role of non-teaching staff in the seamless functioning of the University. The event was compered by **Dr. Sumana K, Deputy Dean (IQAC), JSS AHER, Mysuru.**

**Dr. Pushpalatha K, Dean (IQAC), JSS AHER, Mysuru** delivered the welcome address and emphasized that capacity building initiatives are strategic interventions to strengthen professional competence, enhance workplace efficiency and nurture a culture of lifelong learning. She encouraged participants to actively engage in the sessions and translate learning into practice.



**Dignitaries on the dais**



**Ceremonial inauguration through the traditional lighting of the lamp by the dignitaries and the participants**

**Dr. Suresh B, Pro-Chancellor, JSS AHER, Mysuru** described non-teaching staff as not only the *backbone* of the institution but also the *‘heart and part of the brain’*, emphasizing their evolving role in governance, problem-solving and institutional progress.



**Dr. Basavanagowdappa H, Vice-Chancellor, JSS AHER, Mysuru** underlined that such programmes enhance skills, confidence, adaptability and personality development, thereby strengthening institutional excellence.



**Dr. Manjunatha B, Registrar, JSS AHER, Mysuru** highlighted that efficient support systems are central to institutional growth and encouraged continuous upskilling to meet changing administrative and technological demands.



**Dr. Suma MN, Vice-Principal, JSS MC, JSS AHER, Mysuru** reiterated the importance of adaptability, continuous learning and professional relevance in today's dynamic work environment.



A formal vote of thanks was delivered by **Dr. Vijaya Vageesh, Dean (Allied Health Sciences), JSS AHER, Mysuru.**





**A group snap of the participants with the dignitaries**



**A selfie by the dignitaries with the participants**

## Session 1: Communication Skills

**Speaker: Dr. Prashanth V, Dean (Research), JSS AHER, Mysuru.**

The session focused on verbal and non-verbal communication, professional etiquette, correspondence, conflict resolution, interpersonal conduct and constructive engagement. Importance was also given to non-verbal communication such as tone, body language, facial expression and professional presence.





**Participants at the programme**

## **Session 2: Roles and Responsibilities of Non-Teaching Staff (All Ranking Process)**

**Speaker: Mr. Sathish Chandra S.R., Administrative Officer, JSS Medical College, JSS AHER, Mysuru.**

The session elaborated on the multifaceted role of non-teaching staff in administration, accreditation, rankings and quality assurance. Emphasis was laid on data collection, documentation, compliance systems, evidence maintenance and alignment with institutional goals.





### Session 3: Record Keeping & Documentation Standards

**Speaker: Dr. Vishal Kumar Gupta, Dean (Academics), JSS AHER, Mysuru.**

The speaker highlighted the importance of systematic record maintenance, regulatory documentation, archival practices and organized data management. The relevance of accurate documentation in audits, inspections, accreditation and institutional memory was emphasized.





## Session 4: Leave Rules & Service Rules

**Speaker: Mr. Ravimanjesh K.R., Assistant Administrative Officer (HR), JSS AHER, Mysuru.**

This practical session provided clarity on leave entitlements, service regulations, workplace discipline, employee responsibilities and administrative procedures. It enhanced awareness of governance norms and institutional transparency.



## Session 5: Record Keeping & Documentation Standards

**Speaker: Dr. Anushree S.M., Assistant Administrative Officer, JSS Dental College & Hospital, JSS AHER, Mysuru.**

Through an activity-based approach, the speaker reiterated best practices in maintaining files, registers, official records, digital archives and retrieval systems. Accuracy, consistency and timely documentation were emphasized.



## Session 6: Use of ChatGPT for Drafting Letters with Hands-on Training in Google Docs, Forms and Drive

**Speaker: Dr. Sunil Kumar D, Dean (Students' Welfare), JSS AHER, Mysuru.**

One of the most engaging sessions of the programme, this module introduced participants to modern digital tools for office administration. Practical demonstrations were conducted on drafting letters, notices and reports using **ChatGPT** and on using **Google Docs**, **Google Forms** and **Google Drive** for documentation, workflow coordination, collaboration and digital storage.



## Session 7: Data Security and Handling Sensitive Information

**Speaker: Mr. Mukunda H.S., Deputy Chief Information Officer, JSS AHER, Mysuru.**

The session focused on cybersecurity awareness, password security, privacy responsibilities, secure data sharing and handling of confidential records. Practical guidance was provided on minimizing risks and creating a secure digital work environment.



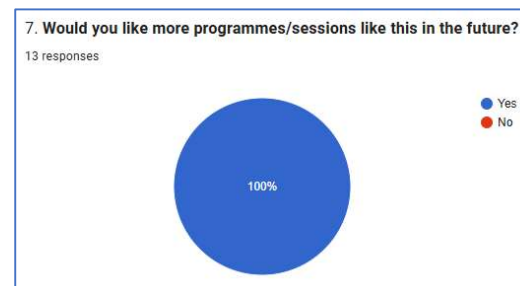
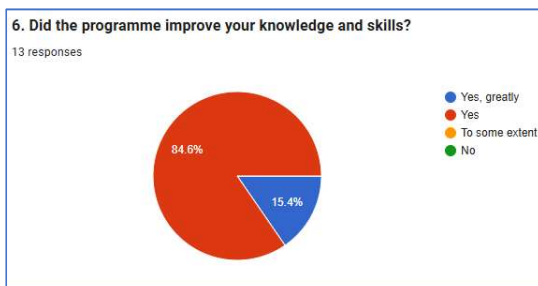
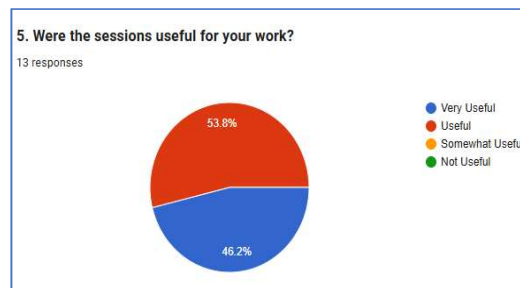
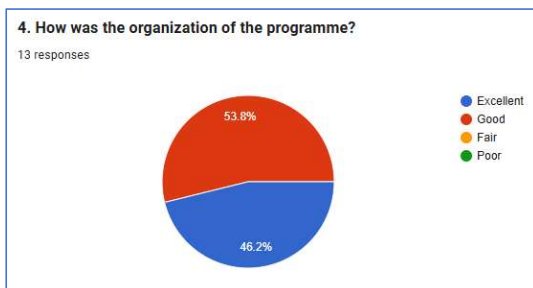
## Valedictory /Concluding Session

The programme concluded on a highly positive note with participants appreciating the relevance and practical value of the sessions.

The valedictory function was graced by **Dr. Narayanappa D, Principal, JSS Medical College, Mysuru**, who observed that such initiatives play a vital role in strengthening institutional efficiency, professional competence and a culture of continuous learning. Participants were encouraged to implement the insights gained in their respective departments.



## Feedback by the participants



# JSS ACADEMY OF HIGHER EDUCATION & RESEARCH

(Deemed-to-be-University) Accredited A++ Grade by NAAC

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<b>8. If Yes, Please give your suggestions for future programmes or topics to be covered.</b>
Communication skills
Communication skills
Chat gpt in brief
Soft skills, Leadership and management related topic to be covered
1. Stress Management & Workplace Well-being. 2.
AI Using Google Gemini, ChatGPT, Google forms, google drive, Time management,
Training programs must be designed based on employees' years of experience to enhance their knowledge and skills. Newly joined employees should be given an induction program.
Need some refreshment activities to be included along with the skill development programs
Suggestions: 1. Need more elaborated sessions on the specific topics. 2. Orientation program about the organization to the newly recruited staffs. Topics requested in future Programs: 1. Need sessions on Emotional Intelligence, MS Office-Word, Excel and PowerPoint. 2. Training on how to collect, consolidate and furnish data to the various Ranking Bodies. 3. Still more elaborate sessions on use of AI tools effectively in day to day work.
Budgets related topics
Communication improvement
More information about Chat GPT &AI