

Report on the Capacity Building Programme for Non-Teaching Staff (Batch2) 23. 5. 2026, Saturday, 10.00 AM

Recognizing the pivotal role of non-teaching staff in institutional effectiveness and quality enhancement, the Internal Quality Assurance Cell (IQAC), JSS Academy of Higher Education & Research (JSS AHER), Mysuru, organized a ‘**Capacity Building Programme**’ for Non-Teaching Staff (Batch-2) on 23rd May 2026 at the Medical Education Unit, JSS Medical College, Mysuru. The programme was designed to strengthen the professional competencies, workplace efficiency and digital readiness of non-teaching staff across the constituent institutions of JSS AHER.

Inauguration

The programme commenced with an inaugural session graced by **Dr. Suresh B, Pro-Chancellor, Dr. Manjunatha B, Registrar, Dr. Pushpalatha K, Dean (IQAC) JSS AHER, Mysuru and Dr. Dhakshaini M.R, Principal, JSS Dental College & Hospital, Mysuru.**

Dr. Sumana K, Deputy Dean (IQAC), JSS AHER, Mysuru, welcomed the gathering and emphasized the significance of continuous learning and capacity building in strengthening professional competence and fostering a culture of quality.



Dignitaries on the dais



Inauguration of the event by the dignitaries

Addressing the participants, **Dr. Suresh B, Pro-Chancellor, JSS AHER**, emphasized the pivotal role of non-teaching staff in sustaining institutional excellence. He highlighted that administrative personnel serve as the silent pillars of the organization, ensuring the seamless functioning of academic and administrative processes. Stressing the significance of appreciation, recognition and human connection in the workplace, he noted that a culture of respect and belonging is fundamental to organizational growth. He further remarked that capacity building is not merely about enhancing competencies but also about nurturing motivation, commitment and a shared sense of purpose among employees.



Dr. Manjunatha B, Registrar, JSS AHER, Mysuru, addressed the participants and highlighted the importance of continuous professional development in enhancing institutional efficiency and service excellence. He highlighted the crucial role of non-teaching staff in supporting the academic and administrative functions of the University and encouraged them to embrace lifelong learning, adaptability and a proactive approach towards institutional growth and quality enhancement.



Dr. Dakshayini M, Principal, JSS Degree College, Mysuru, reiterated the significance of continuous learning and skill enhancement in strengthening institutional effectiveness. She acknowledged the valuable contribution of non-teaching staff and encouraged them to uphold professionalism, commitment and quality in their day-to-day responsibilities.



The inaugural session was compered by **Dr. Divya A. Kurthukoti, IQAC Coordinator, HSMS, JSS AHER, Mysuru** and concluded with the formal vote of thanks proposed by **Dr. Supreeth M, Assistant Dean (IQAC), JSS AHER, Mysuru.**



A group snap with the dignitaries

Session 1: Communication Skills; Confidentiality and Work Ethics

Dr. Vishal Kumar Gupta, Dean (Academics), JSS AHER, Mysuru, delivered an insightful session on “Communication Skills, Confidentiality and Work Ethics.” He underscored the significance of effective communication, workplace ethics, professionalism and confidentiality in fostering a culture of trust and excellence. He emphasized that every interaction reflects the values of the institution and highlighted the crucial role of non-teaching staff in strengthening organizational effectiveness, service quality and institutional reputation. The session was well received by the participants and served as a valuable guide for professional and personal development.



Session 2: Leave and Service Rules; Roles&Responsibilitiesof Non-Teaching Staff (All ranking purpose)

Mr. Hiremath C.C, Finance Officer, JSS AHER, Mysuru, articulated through practical examples and interactive discussions, he explained key service regulations, leave provisions and workplace responsibilities. He highlighted the importance of professional accountability, adherence to institutional policies and proactive engagement in supporting organizational excellence. The session provided participants with greater clarity on administrative procedures and their role in fostering an efficient and quality driven work environment.





Session 3: Record Keeping & Documentation Standards

A session on was addressed by **Ms. Shilpa P, Assistant Administrative Officer, JSS Medical College**, shared her insights on service regulations, workplace responsibilities and the contribution of administrative personnel towards institutional performance and ranking parameters. She emphasized the significance of systematic documentation, maintenance of records and adherence to institutional quality standards for effective administration and accreditation preparedness.



Session 4: Use of Chat GPT for drafting letter with hands on training Google Docs/Forms/Drive

The programme concluded with a hands-on training session was conducted by **Dr. Sheshagiri Dixit, Assistant Professor, Department of Pharmaceutical Chemistry, JSS College of Pharmacy, Mysuru** and **Dr. K. Tridev Sastri, Assistant Professor, Department of Pharmaceutics, JSS College of Pharmacy, Mysuru**. The session introduced participants to emerging digital tools and demonstrated their practical applications in improving workplace productivity and administrative efficiency.





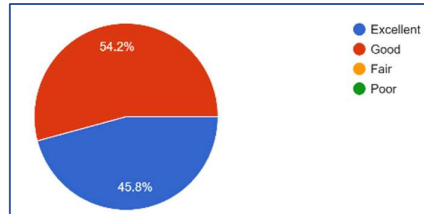
The programme witnessed enthusiastic participation from non-teaching staff members across the constituent institutions of JSS AHER. The deliberations and hands-on training sessions provided valuable knowledge and practical skills, contributing to enhanced professional competence, improved administrative practices and a stronger culture of quality within the institution.



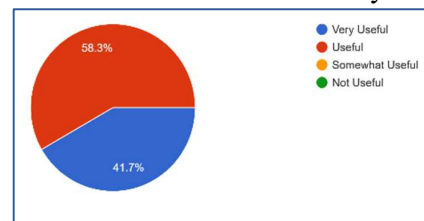
The programme concluded with a certificate distribution ceremony and a reaffirmation of JSS AHER's commitment to continuous capacity building and professional development of its workforce.

Feedback by the participants

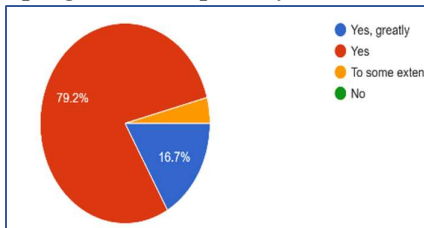
1. How was the organisation of the programme?



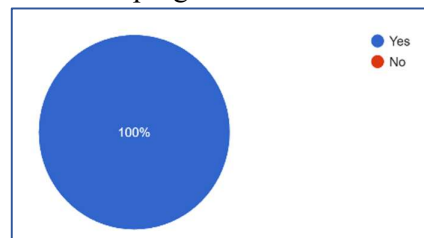
2. Were the sessions useful for your work?



3. Did the programme improve your knowledge and skills?



4. Would you like more programmes/sessions like this in the future?



5. Please give your suggestions for future programmes or topics to be covered.

Data security and handling sensitive information

All good. Along with this, activity-based classes if conducted, makes it very effective.

Please cover how to improve our work style.

English communication skill

Employee Welfare and Grievance Handling

Need Break because sessions to long duration

Sd/-
Dean (IQAC), JSS AHER, Mysuru